NORTEL

Nortel Communication Server 1000

IP Phone 1150E

User Guide

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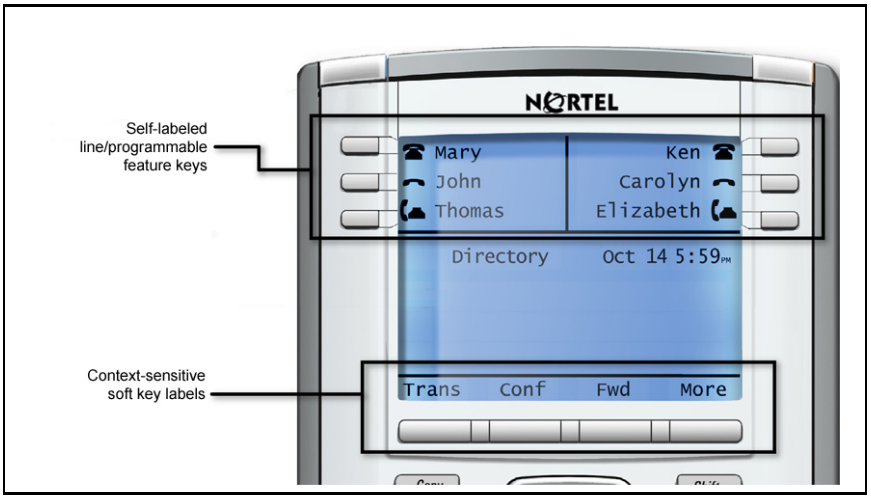
About the Nortel IP Phone 1150E

The Nortel IP Phone 1150E provides easy access to a wide range of business features. Your network administrator assigns features to your feature keys and provides you with passwords and other codes as required. The CS 1000 system automatically controls incoming call routing to answering positions, and can provide music or recorded announcements to waiting callers.

The 1150E can be configured for either an Agent, or Supervisor. It is shipped in the Agent configuration, but can be modified to support the Supervisor configuration. Depending on your role, you will have been provided with one of the two configurations.

In this document, *Call Center phone* and *Automatic Call Distribution phone (ACD)* are interchangeable terms for the 1150E.

Figure 1: Self-labeled line/programmable feature keys and context-sensitive soft keys



Basic features

The 1150E supports the following features:

- six self-labeled line/programmable with labels and indicators
- four context-sensitive soft keys providing access to a maximum of nine features

  For information about context-sensitive soft keys, *Features and Services Fundamentals-Book 1 of 2 (NN43001-106)*.

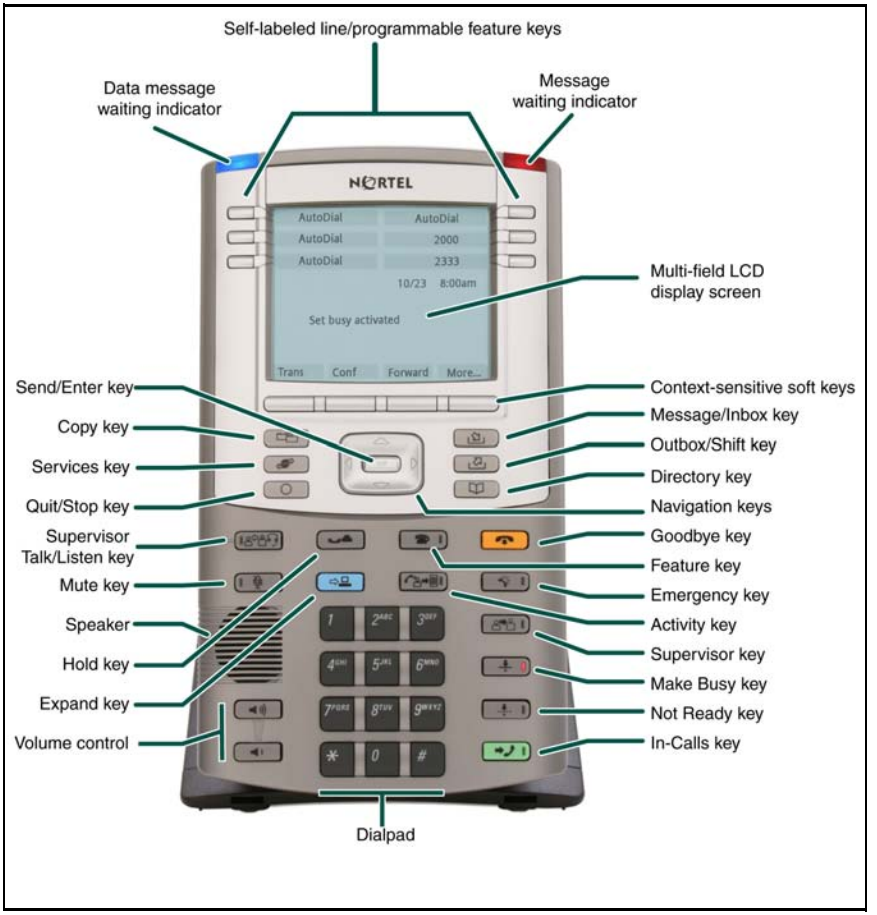
  Some IP Phone 1150E phones are not configured to support soft key functionality. Contact your system administrator.
- graphical, high-resolution pixel-based display, backlit, with adjustable contrast
- volume control keys for adjusting ringer, speaker, and headset volume
- seven specialized feature keys:
  - Copy
  - Services
  - Quit/Stop
  - Message/Inbox
  - Shift/Outbox
  - Directory
  - Feature (reserved for future use)
- seven dedicated Automatic Call Distribution (ACD) fixed keys for default Agent key configuration with an integrated LED (configured by your system administrator):
  - Supervisor Talk/Listen
  - Emergency
  - Supervisor
  - Make Busy
  - Not Ready

  - In-Calls
  - Activity
- eight dedicated ACD fixed keys for Supervisor key configuration with an integrated LED (configured by your system administrator):
  - Supervisor Talk/Listen
  - Display Agents
  - Interflow
  - Answer Emergency
  - Answer Agent
  - Call Agent
  - Observe Agent
  - In-Calls
- Call Duration Timer
- Corporate Directory
- Personal Directory
- Redial List
- Callers List
- Password Administration
- Virtual Office
- Branch Office
- integrated Gigabit Ethernet switch for shared PC access
  - LAN Ethernet port
  - PC Ethernet port
- Agent headset port
- Supervisor headset port
- USB port to support standard USB keyboard, mouse, or powered hub

  Note: Powered downstream 1.1-compliant USB hubs are supported, including USB 2.0 hubs, if they offer USB 1.1 backwards compliancy.

- automatic network configuration
- Hearing Aid Compatibility (HAC) as per FCC Part 68
- wireless device support (Agent port, only) through Bluetooth® Bluetooth 1.2 compliant Audio Gateway Headset Profile)
- language support: English, French, Swedish, Danish, Norwegian, German, Dutch, Portuguese, Czech, Finnish, Hungarian, Italian, Polish, Spanish, Russian, Latvian, Turkish, and Katakana

Figure 2: 1150E



Telephone controls

This section describes the controls on your 1150E. In some geographic regions, the 1150E is offered with key caps that have English text labels. Text in parentheses indicates labels appearing on the key caps, for example (Services).

Context-sensitive soft keys are located below the display area. The LCD label above each key changes based on the active feature.

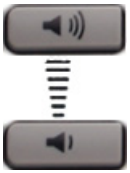
When a triangle appears before a soft key label, the feature is active.

Press the **More..** key to access the next layer of context-sensitive soft keys (self-labeled).

The keys on either side of the LCD display area are **Self-labeled line/programmable feature keys**, with labels on the LCD. These keys also function as **Line (DN)** keys.

A steady LCD icon beside a Line (DN) key indicates that the line is active. A flashing LCD light indicates the line is on hold or the feature is being programmed.

A steady LCD icon beside a feature key indicates that the feature is active. A flashing LCD light indicates that the feature is being programmed.



Use the **Volume control** buttons to adjust the volume of the ringer, headset, and speaker. Press the top button to increase the volume, and press the bottom button to decrease the volume.

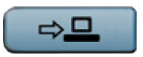
Use the **Navigation** keys to scroll through menus and lists appearing on the LCD display screen. The outer part of this key cluster rocks for up, down, left, and right movements.

Use Up and Down keys to scroll up and down in lists, and the Left and Right keys to position the cursor. You can also use the Left and Right keys to select editable fields that appear on the phone. Press the Right key to select the field below the current position, or press the Left key to select the field above the current position.

Use the **Send/Enter** key, at the center of the Navigation key cluster, to confirm menu selections.

> ***Note:*** In most menus, you can use the **Send/Enter** key instead of the **Select** soft key.

Press the **Hold** key to put an active call on hold. Tap the flashing line (DN) soft key to return to the caller on hold.



Use the **Expand** key to access external server applications.

Feature key (reserved for future use)

Activity key (reserved for future use)

Use the **Goodbye** key to terminate an active call.

Press the **Emergency** key to join the supervisor into a call that you judge to be an emergency situation.

Press the **Mute** key to listen to the receiving party without transmitting. Press the **Mute** key again to return to two-way conversation. The **Mute** key applies to headset microphones.

Note 1: The Mute LED indicator, located on the **Mute** key, flashes to indicate that the microphone is muted.

Note 2: The **Supervisor** key acts as a mute key for the Supervisor. It is active when flashing.

Press the **Make Busy** key to log out of the ACD queue and agent position.

Press the **Not Ready** key to exit the ACD queue without logging out.

Press the **In-Calls** key to answer incoming ACD calls.

When a message is waiting, the red **Visual Alerter/Message Waiting indicator** flashes. Also, this indicator flashes when the set ringer is on.

When a data-related message, such as an instant message, is received, the blue **Feature Status Lamp** flashes. Also, this indicator flashes when a contact has come online.

> ***Note:*** This function requires server support and, therefore, is not available on all phones; consult your administrator.

Press the **Copy** Key to copy entries to your Personal Directory from other lists, such as the Caller List, Redial List, and Corporate Directory.

Press the **Services** key and use the navigation keys to access the following items:

- Telephone Options:
  - Volume adjustment
  - Contrast adjustment
  - Language
  - Date/Time
  - Display diagnostics
  - Local Dialpad Tone
  - Set Info
  - Diagnostics
  - Headset Type
  - Call Log Options
  - Ring type
  - Call Timer
  - Call Indicator Light
  - Change Feature Key Label
  - Name Display Format
  - Live Dialpad

Press the (**Quit)** key to exit an active menu or dialog. Pressing the **Quit** key does not affect the status of active calls.

Press the **Shift/Outbox** key to toggle between two feature key pages and to access an additional six lines/features.

(continued)

- Password Admin:
  - Station Control Password

  Note: The **Password Admin** menu is not available on all IP Phone 1150E phones. Consult your system administrator.
- Display Network Diagnostics Utilities

  Note: Only your system administrator or service provider can use Display Network Diagnostics Utilities to perform Internet diagnostics.
- Virtual Office Login and Virtual Office Logout (if Virtual Office is configured)
- Test Local Mode and Resume Local Mode (if Media Gateway 1000B is configured)

Press the **Services** key to exit from any menu or menu item.

Press the **Services** key twice to access the **Local Tools** menu, and use the navigation keys to access the following items:

- 1. Preferences
- 2. Local Diagnostics
- 3. Network Configuration
- 4. Lock Menu

Press the **Services** key to exit from any menu or menu item.

Note: Your system administrator can establish a password for the Local Tools menu. If you attempt to access the Local Tools menu and a dialog box appears prompting you for a password, contact your system administrator.

Press the **Message/Inbox** key to access your voice mailbox.

Note: This function is not available on all phones; consult your system administrator.

The following telephone controls are 1150E Supervisor phones only.

Press the **Ans Emerg** key to join the agent in an emergency situation call.

Press the **Interflow** key to forward calls to a predefined target queue when the call backlog, or the waiting time in the queue exceeds a set threshold.

Press the Ans Agent key to open the direct line between the Supervisor and the agent.

The **Ans Agent** key corresponds to the agent Supervisor key.

Press the **Call Agent** key to connect to an agent position.

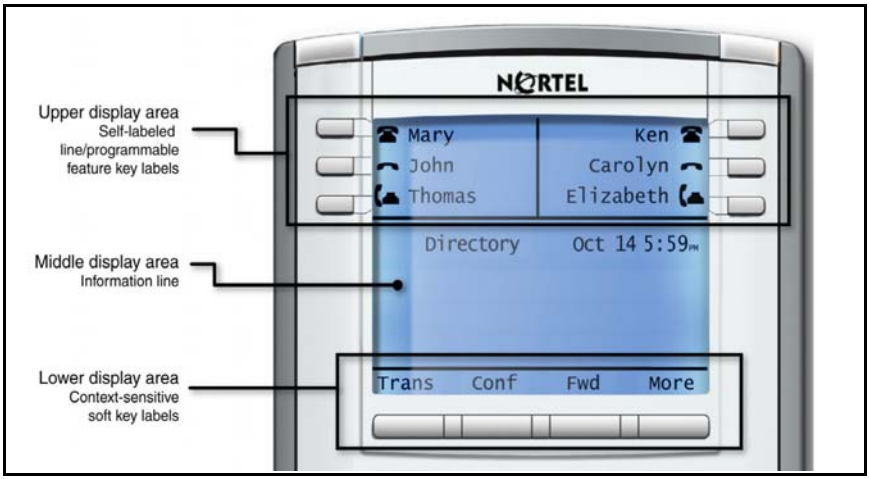
Press the **Obv Agent** key to monitor activity on the agent phone.

Telephone display

Your IP Phone 1150E has three display areas:

- The upper display area provides line and feature key status.
- The middle display area contains single-line information for items such as caller number, caller name, Call Timer, feature prompt strings, user-entered digits, date and time information, and telephone information.
- The lower display area provides feature soft key label information.

Figure 3: IP Phone 1150E LCD screen



Call features and Flexible Feature Codes

Some features are not available on all telephones. Call features and Flexible Feature Codes (FFC) must be assigned to your telephone and supported by system software. Contact your system administrator to configure these features and codes on your telephone.

Security features

The following security features are available on your IP Phone 1150E:

- Using encrypted calling
- Managing your Station Control Password (SCPW)

Using encrypted calling

Your IP Phone 1150E supports secure communication using SRTP media encryption. If the feature is enabled, a security icon appears on the screen when your call is secured using SRTP media encryption. Contact your system administrator to find out if this feature is available for your use.

Managing your Station Control Password (SCPW)

Your Station Control Password (SCPW) enables the following security features:

- Electronic Lock to prevent others from making calls from your telephone
- password-protected telephone features (for example, Personal Directory, Redial List, and Callers List)

Your system administrator defines your initial SCPW. Contact your system administrator for detailed information.

To change your SCPW:

(Services)

1. Press the **Services** key.

2. Press the **Up/Down** keys to scroll and highlight **Password Admin**.

3. Press the **Send/Enter** key.

4. Use the dialpad to enter your password at the prompt.

5. Press the **Up/Down** keys to scroll and highlight **New Password**.

6. Press the **Send/Enter** key.

7. Use the dialpad to enter the new password.

8. Press the **Select** soft key to accept the new password.

   If you are locked out of your IP Phone 1150E, or if you forget your SCPW, contact your system administrator.

Note: The default configuration for Password Protection is off.

To turn Password Protection on or off:

(Directory)

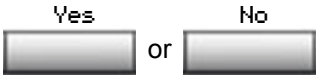
1. Press the **Directory** key.

2. Press the **Up/Down** navigation keys to scroll and highlight **Change Protection Mode**.

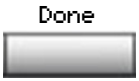
3. Use the dialpad to enter your password (if Password Protection is enabled).

4. Press the **Enter** soft key.

5. Press the **Up/Down** navigation keys to scroll and highlight one of the following:
   - **Enable Password Protection**
   - **Disable Password Protection**



6. Choose one of the following context-sensitive soft keys:
   - **Yes** to accept the selection
   - **No** to return to the Directory menu



7. Press the **Done** soft key.

Entering and editing text

You can enter and edit text on your IP Phone 1150E using the following methods:

- “Entering text using the telephone dialpad” on page 27
- “Editing text using the context-sensitive soft keys” on page 27

The use of any of these methods for text entry or editing depends on the application. Table 1 shows the applications and input devices that you can use for text entry.

Table 1: Application text entry

For:	Use:
Call Server-related applications (for example, changing feature key labels, adding personal directory entries, or dialing)	Dialpad USB keyboard for numeric entries only
Graphical applications	USB keyboard
Local Tools menu	USB keyboard Dialpad for numeric entries

Entering text using the USB keyboard

You can use the USB keyboard, when connected, to enter text in the tools and graphical applications.

For number entry in telephone applications (for example, when dialing), you can use the keyboard to enter digits (0–9), as well as * and #. Other characters are ignored.

When on a call, you can use the function keys (f1, f2, f3, f4, f5, f6, f7, and f8) to control the telephone. Table 2 shows the function keys and their associated action during telephone calls.

Table 2: USB keyboard function keys during telephone calls

Function key	Action
f1	Go to speaker mode
f2	Go to Headset mode
f3	Place the current call on hold
f4	Mute the current call
f5	Volume up
f6	Volume down
f7	Copy
f8	Quit

Entering text using the telephone dialpad

You can use the dialpad to enter text when you use features such as Personal Directory, Redial List, and Callers List. Use the dialpad in conjunction with the context-sensitive soft keys.

For example, if you want to enter the letter A, press the number **2** key once. If you want to enter the letter C, press the number **2** key three times. No letters are associated with the number 1 or the 0 keys.

Editing text using the context-sensitive soft keys

You can use context-sensitive soft keys to edit text when you use features such as Personal Directory, Redial List, and Callers List. Use the context-sensitive soft keys in conjunction with the dialpad.

To edit an entry in your Personal Directory, press the **Directory** key, and select the desired entry from your Personal Directory.

To edit text with the context-sensitive soft keys:

1. Press the **Edit** soft key.
2. Press the **Left/Right** navigation keys to move through the text.
3. Select the appropriate editing soft key for the operation you want to perform.
4. If the character you want is not visible, press the **More...** context-sensitive soft key to access the next layer of context-sensitive soft keys.
5. To add non-alphanumeric symbols, press the **Symbol** context-sensitive soft key, and perform the following:
   a. Press the **Up** navigation key to access the symbols.
   b. Press the **Left/Right** navigation keys to move to a specific symbol.
   c. Press the **Choose** soft key to select a symbol.
6. Press the **Next** soft key to submit your changes.

When you are editing text using the context-sensitive soft keys, various commands are available on the soft keys to help you, as described in Table 3.

Table 3: Editing context-sensitive soft key description (Part 1 of 2)

Soft key	Description
Cancel	Cancel an action.
Choose	Select a non-alphanumeric symbol (available only after the **Symbol** soft key is selected).
Clear	Clear the input field.
Case	Switch the next character to either uppercase or lowercase.
Delete	Backspace one character.

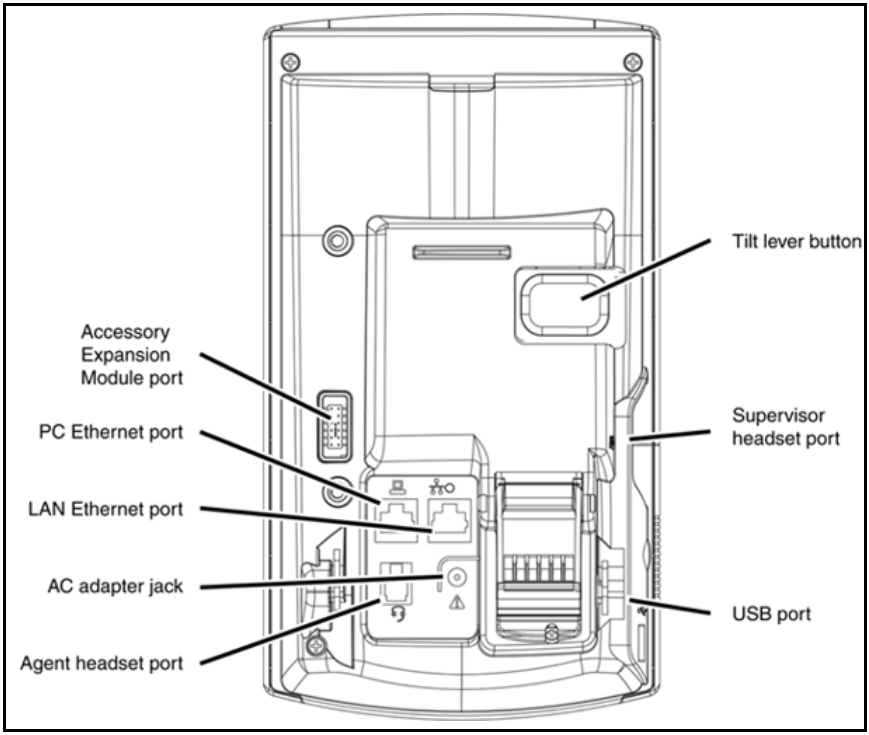
Table 3: Editing context-sensitive soft key description (Part 2 of 2)

Soft key	Description
Done/Select/Enter	Varies, depending on the state of your phone.
More..	Access additional context-sensitive soft keys.

Connecting the components

Figure 4 shows connections on the 1150E.

Figure 4: 1150E connections



WARNING Ensure that the protective rubber cap on the 1150E Accessory Expansion Module port is in place when the port is not in use. Connecting anything other than the proper Accessory Expansion Module connector to this port can cause damage to the phone.

Before you begin

CAUTION
Damage to Equipment
Do not plug your IP Phone 1150E into a regular telephone jack. This results in severe damage to the IP Phone. Consult your system administrator to ensure that you plug your telephone into a 10/100BaseT Ethernet jack.

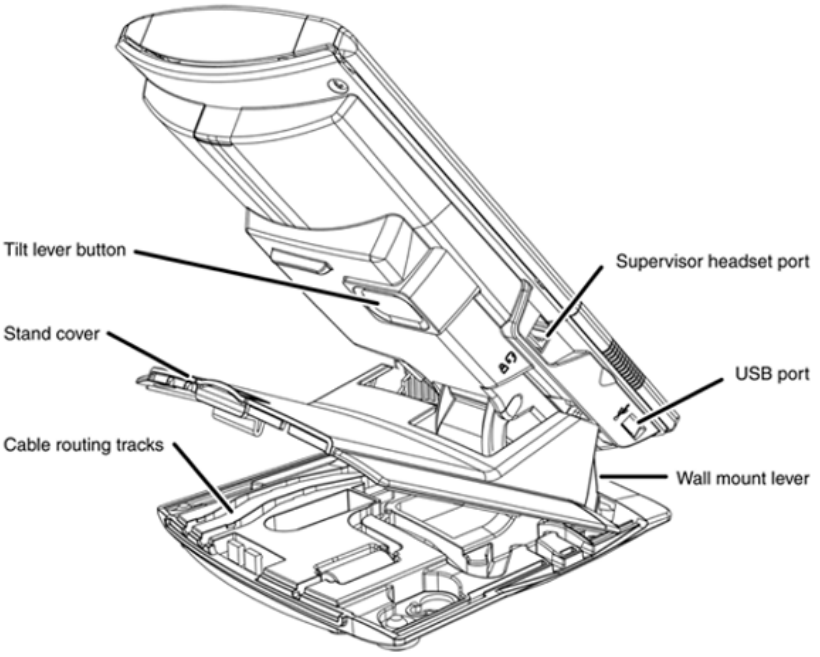
CAUTION
Your IP Phone 1150E is designed for use in an indoor environment only.

Connecting the components of the phone

WARNING Your IP Phone 1150E is shipped with the base locked in position. To avoid damaging your phone, press the wall-mount lever, located under the base, to release the stand and pull it away from the phone.

1. Remove the stand cover. Pull upward on the center catch as indicated in Figure 5, and remove the stand cover. The cable routing tracks are now accessible.

Figure 5: Removing the stand



2. Connect the AC power adapter (optional). Connect the adapter to the AC adapter jack in the bottom of the phone. Form a small bend in the cable, and then thread the adapter cord through the channels in the stand.

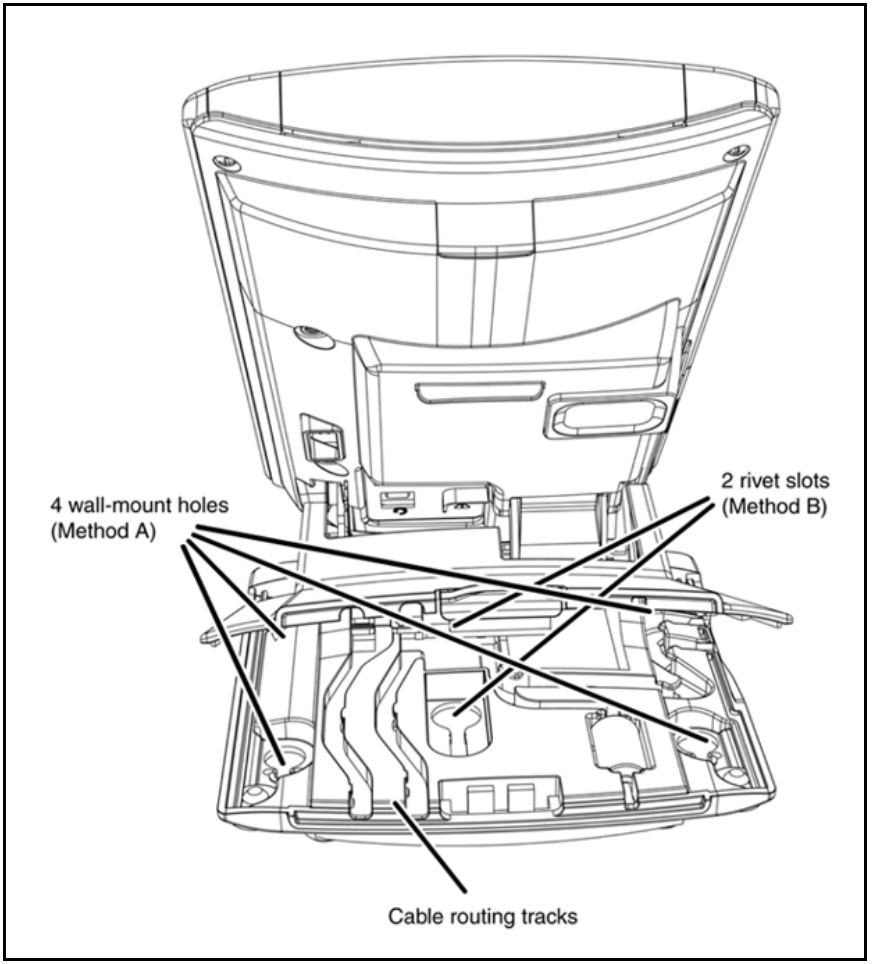
WARNING
Use your IP Phone 1150E with the approved Nortel AC Adapter (model #N0089601) for this model of phone only.

Note 1: Your IP Phone 1150E supports both AC power and Power over Ethernet options, including IEEE 802.3af Power Classification 3. To use local AC power, the optional AC adapter can be ordered separately. To use Power over Ethernet, where power is delivered over the CAT5e cable, the LAN must support Power over Ethernet, an AC adapter is not required.

Note 2: You must use CAT5e (or later) cables if you want to use gigabit Ethernet.

3. Install the headset. Plug the connector into the RJ-9 headset jack marked with the symbol) on the back of the phone, and thread the headset cord through the channels in the stand, so that the headset cord exits the channel marked with the symbol).
4. Install the Ethernet cable. Connect one end of the supplied Ethernet cable to the back of your phone using the RJ-45 connector marked with the symbol %, and thread the network cable through the channel marked with the symbol %.
5. Install the Ethernet cable connecting the PC to the phone (optional). If you are connecting your PC Ethernet through the phone, connect one end of the PC Ethernet cable to your phone using the RJ-45 connector marked with the symbol (, and thread it through the channel marked with the symbol (. Connect the other end to the LAN connector on the back of your PC.
6. Install additional cables. If applicable, plug in optional USB devices. Connect the Ethernet cable to the LAN Ethernet connection. If you are using an AC power adapter, plug the adapter into an ACM outlet.

Figure 6: Cable routing tracks



7. Wall-mount your phone (optional). Your IP Phone 1150E can be mounted either:

   — using the mounting holes on the bottom of the phone stand (Method A), or

   — using a traditional-style wall-mount box with RJ-45 connector and 15-cm (6-inch) RJ-45 cord (not provided) (Method B).

   Complete steps 1-7, as needed, before you wall-mount your phone:

Method A: Press the wall-mount lever, and pull the phone away from the stand. Using the stand cover (the part you removed in step 1), mark the wall-mount holes by pressing the bottom of the stand cover firmly against the wall in the location where you want to install the phone. Four small pins on the bottom of the stand cover make marks on the wall. Use the marks as a guideline for installing the wall-mount screws (not provided). Install the screws so that they protrude 3 mm (1/8 inch) from the wall, and then install the phone stand mounting holes over the screw heads as indicated in Figure 6 (Method A). You may need to remove the phone from the wall to adjust the lower screws. When the lower screws are snug, install the phone on the mounting screws, and then tighten the top screws.

Method B: Attach the 15-cm (6-inch) CAT5e cable, position the stand over the mounting rivets, and slide the phone down the wall so that the rivets fit into the slots on the stand, indicated in Figure 6 (Method B).

8. Replace the stand cover. Ensure that all cables are neatly routed and press the stand cover into place until you hear a click.
9. Put the phone in the wall-mount position (optional). If you wall-mounted your phone, put it in the wall-mount position by holding the Tilt lever and pressing the phone towards the base until the phone is parallel with the base. Release the Tilt lever and continue to push the phone towards the base until you hear a click. Ensure the phone is securely locked in position.

Configuring Telephone Options

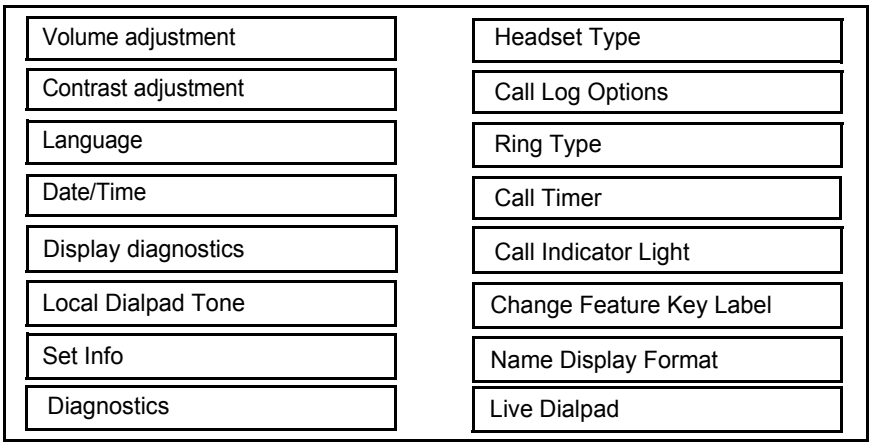
The 1150E allows you to customize certain characteristics. Screen prompts take you step-by-step through procedures to keep you informed on the status of various settings.

The 1150E **Services** menu lists the following submenus:

- The **Telephone Options** menu enables you or your system administrator to configure phone preferences. The **Telephone Options** menu offers the options shown in Figure 7.
- The **Password Admin** menu enables you or your system administrator to change the Station Control Password (SCPW).
- The **Virtual Office Login** and **Test Local Mode** (for branch office) menus are listed when an 1150E Class of Service is configured for Virtual Office and branch office. For more information, see “Using Virtual Office” on page 129.

  Note: The **Password Admin**, **Virtual Office Login**, and **Test Local Mode** menus are not available on all 1150E phones. Consult your system administrator.

Figure 7: Telephone Options menu



Note: When an option has a sublist, an ellipsis (...) appears after the option.

Using the Telephone Options menu

Use the **Telephone Options** menu to access the following:

- “Adjusting the volume” on page 38
- “Adjusting the display screen contrast” on page 39
- “Selecting a language” on page 40
- “Selecting date and time format” on page 41
- “Accessing display diagnostics” on page 41
- “Choosing a local dialpad tone” on page 42
- “Viewing phone information” on page 43
- “Diagnostics” on page 43
- “Selecting a headset type” on page 44
- “Configuring call log options” on page 45
- “Choosing a ring type” on page 50
- “Enabling or disabling Call Timer” on page 51
- “Setting the call indicator light” on page 51
- “Changing feature key labels” on page 52
- “Configuring the name display format” on page 54
- “Configuring Live Dialpad” on page 54

To use the Telephone Options menu:

1. Press the **Services** key.

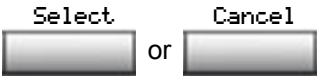
2. Press the **Up/Down** navigation keys to scroll and highlight **Telephone Options**.

3. Press the **Send/Enter** key.

4. Press the **Up/Down** navigation keys to scroll and highlight an option (for example, **Language…**).

5. Press the **Send/Enter** key. The display provides information required to adjust your selection.

6. Choose one of the following:



— Press the **Select** soft key to save changes and return to the **Telephone Options** menu.

— Press the **Cancel** soft key to keep existing configurations.

Adjusting the volume

To adjust the volume, press the **Services** key and select **Telephone Options**, and select **Volume adjustment...**

To adjust the volume:

1. Press the **Up/Down** navigation keys to scroll and highlight one of the following:

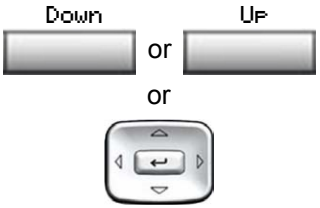
— **Headset talk**

— **Ringer**

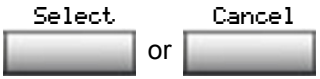
— **Headset listen**

— **Buzzer**

2. Press the **Send/Enter** key.



3. To increase or decrease the volume, do one of the following:
   - Press the **Down** and **Up** context-sensitive soft keys.
   - Press the **Up/Down** navigation keys.



4. Choose one of the following:
   - Press the **Select** soft key to save the volume level and return to the **Telephone Options** menu.
   - Press the **Cancel** soft key to keep existing configurations.

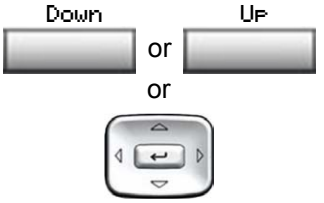
Adjusting the display screen contrast

To adjust the LCD screen contrast, press the **Services** key, select **Telephone Options**, and select **Contrast adjustment**.

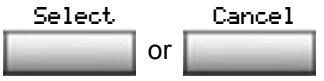
Note 1: If you have an Expansion Module for the 1150E attached to your phone, adjusting the phone LCD screen contrast also adjusts the display screen contrast configuration for the Expansion Module.

Note 2: You can also adjust the contrast using the Local Tools menu; Nortel recommends that you use the control in the **Telephone Options** menu.

To adjust the display screen contrast:



1. To increase or decrease the display contrast level, choose one of the following:
   - — Press the **Down** and **Up** context-sensitive soft keys.
   - — Press the **Up/Down** navigation keys.



2. Choose one of the following:
   - — Press the **Select** soft key to save the changes and return to the **Telephone Options** menu.
   - — Press the **Cancel** soft key to keep existing configurations.

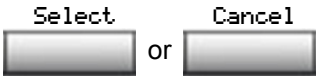
Selecting a language

The display is available in multiple languages. To choose a language, press the **Services** key, select **Telephone Options**, and select **Language...**

> ***Note:*** This language setting controls the language used by features on your phone only. To set the language used elsewhere on your phone, press **Services** twice, select Preferences, and select Language.

To select a language:

1. Press the **Up/Down** navigation keys to scroll and highlight the desired language (for example, German [Deutsche]).



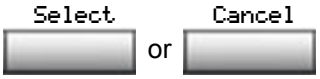
2. Choose one of the following:
   - — Press the **Select** soft key to save the desired language and return to the **Telephone Options** menu.
   - — Press the **Cancel** soft key to keep existing configurations.

Selecting date and time format

Several date and time formats are available. Formats are based on the 12-hour and 24-hour clocks. To select the date and time format, press the **Services** key, select **Telephone Options**, and select **Date/Time…**

To select a date and time format:

1. Press the **Up/Down** navigation keys to scroll and highlight the desired format. Sample formats appear on the upper-right side of the display area.



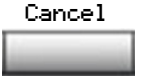
2. Choose one of the following:
   - — Press the **Select** soft key to save the format and return to the **Telephone Options** menu.
   - — Press the **Cancel** soft key to keep existing configurations.

Accessing display diagnostics

The Display diagnostics option tests the phone display screen and indicator lights.To access Display diagnostics, press the **Services** key, select **Telephone Options**, and select **Display diagnostics**.

To use Display diagnostics:

1. Press the **Up/Down** navigation keys to scroll through the list to view display capabilities.



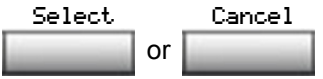
2. Press the **Cancel** soft key to return to the **Telephone Options** menu.

Choosing a local dialpad tone

The Local DialPad Tone option produces Dual-Tone Multi-Frequency (DTMF) sounds, a single tone, or no sound when you press a key on the dialpad. To choose a local dialpad tone, press the **Services** key, select **Telephone Options**, and select **Local DialPad Tone**.

To choose a local dialpad tone:

1. Press the **Up/Down** navigation keys to scroll and highlight one of the following dialpad tones:
   - — **None** to disable all tones
   - — **Short Click** to enable a single tone for all keys
   - — **DTMF** to turn on a separate DTMF tone for each key



2. Choose one of the following:
   - — Press the **Select** soft key to save the tone selection and return to the **Telephone Options** menu.
   - — Press the **Cancel** soft key to keep existing configurations.

Viewing phone information

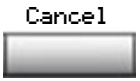
The Set Info option displays the following phone-specific information:

- IP address
- Hardware ID of the IP Phone
- Current firmware version

To view phone information, press the **Services** key, select **Telephone Options**, and select **Set Info**.

To view phone information:

1. Press the **Up/Down** navigation keys to scroll through the list to view phone information.



2. Press the **Cancel** soft key to return to the **Telephone Options** menu.

Diagnostics

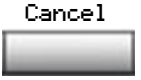
The Diagnostics option displays the following phone-specific information:

- Diag Tools (Ping, do Route Traces)
- EtherStats (Speed, Auto Neg, CRC Errors, Collision)
- IP Stats (Packet Info)
- RUDP Stats (Message receive or transmit)
- QOS Stats

To view diagnostic information, press the **Services** key, select **Telephone Options**, and select **Diagnostics**.

To view diagnostic information:

1. Press the **Up/Down** navigation keys to scroll through the list of diagnostic information.



2. Press the **Cancel** soft key to return to the **Telephone Options** menu.

Selecting a headset type

You can configure your 1150E to select a headset type:

- Plantronics
- GN Netcom
- Nortel Networks handset

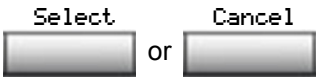
To select a headset type, press the **Services** key, select **Telephone Options**, and select **Headset Type**.

To select a headset type:

1. Press the **Up/Down** navigation keys to scroll and highlight **Headset Type**.

2. Press the **Send/Enter** key.

3. Press the **Up/Down** navigation keys to scroll and highlight a headset type.



4. Choose one of the following:
   - — Press the **Select** soft key to save the configuration.
   - — Press the **Cancel** soft key to keep existing configurations.

Configuring call log options

Use the call log option to configure the following preferences:

- “Configuring the Callers List log” on page 45
- “Configuring New Call Indication” on page 46
- “Configuring Preferred Name Match” on page 47
- “Configuring Area Code Setup” on page 48

Configuring the Callers List log

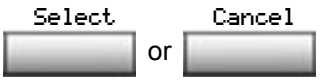
You can configure the Callers List to log all incoming calls or only unanswered calls. The default configuration is Log all calls. To log only unanswered calls, press the **Services** key, select **Telephone Options**, and select **Call Log Option**.

To log only unanswered calls:

1. Press the **Up/Down** navigation keys to scroll and highlight the **Log Mode** option.

2. Press the **Send/Enter** key.

3. Press the **Up/Down** navigation keys to scroll and highlight **Log unanswered calls**.



4. Choose one of the following:
   - Press the **Select** soft key to save the configuration.
   - Press the **Cancel** soft key to keep existing configurations.

Configuring New Call Indication

You can configure your IP Phone 1150E to display a message to indicate that a new incoming call was received. The default configuration is On. To configure new call indication, press the **Services** key, select **Telephone Options**, and select **Call Log Option**.

To configure New Call Indication:

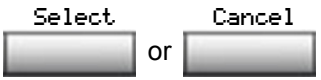
1. Press the **Up/Down** navigation keys to scroll and highlight the **Log Mode** option.

2. Press the **Send/Enter** key.

3. Press the **Up/Down** navigation keys to scroll and highlight **New Call Indication**.

4. Press the **Send/Enter** key.

5. Press the **Up/Down** navigation keys to scroll and highlight one of the following:
   - **New call indication off**
   - **New call indication on**



6. Choose one of the following:
   - Press the **Select** soft key to save the configuration.
   - Press the **Cancel** soft key to keep existing configurations.

Configuring Preferred Name Match

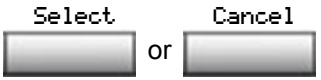
You can configure your 1150E to display the name of the caller as defined in your Personal Directory. The default configuration is Off. To configure Preferred Name Match, press the **Services** key, select **Telephone Options**, and select **Call Log Option**.

To configure Preferred Name Match:

1. Press the **Up/Down** navigation keys to scroll and highlight **Preferred Name Match**.

2. Press the **Send/Enter** key.

3. Press the **Up/Down** navigation keys to scroll and highlight one of the following:
   - **Preferred name match on**
   - **Preferred name match off**



4. Choose one of the following:
   - Press the **Select** soft key to save the configuration.
   - Press the **Cancel** soft key to keep existing configurations.

Configuring Area Code Setup

Use the **Area Code Setup** menu to save up to three area codes. When an incoming call arrives with an area code that matches one of the three stored area codes, the incoming call number is reordered to display the phone number followed by the area code (as opposed to the area code followed by the phone number).

This reordering is also performed when you scroll through your Callers List. To configure area codes, press the **Services** key, select **Telephone Options**, and select **Call Log Option**.

To configure default area codes (maximum of three):

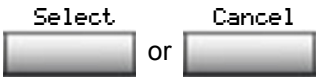
1. Press the **Up/Down** navigation keys to scroll and highlight **Area Code Setup**.

2. Press the **Send/Enter** key.

3. Press the **Up/Down** navigation keys to scroll and highlight one of the following:
   - Area Code # 1
   - Area Code # 2
   - Area Code # 3

4. Press the **Send/Enter** key.

5. Use the dialpad to enter the number at the prompt.



6. Choose one of the following:
   - — Press the **Select** soft key to save the configuration.
   - — Press the **Cancel** soft key to keep the existing configurations.

To edit area code display:

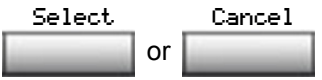
1. Press the **Up/Down** navigation keys to scroll and highlight **Area Code Setup**.

2. Press the **Send/Enter** key.

3. Press the **Up/Down** navigation keys to scroll and highlight one of the following:
   - — Area Code # 1
   - — Area Code # 2
   - — Area Code # 3

4. Press the **Send/Enter** key.

5. Use the dialpad to edit the number.



6. Choose one of the following:
   - — Press the **Select** soft key to save the configuration.
   - — Press the **Cancel** soft key to keep existing configurations.

Choosing a ring type

The Ring type… option configures the phone ring tone. To choose a ring type, press the **Services** key, select **Telephone Options**, and select **Ring type…**

To select a ring type:

1. Press the **Up/Down** navigation keys to scroll and highlight one of the ring types.

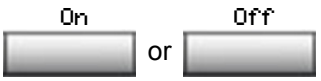
2. Press the **Play** soft key to sample the ring tone.

3. Choose one of the following:
   - — Press the **Select** soft key to save the ring type and return to the **Telephone Options** menu.
   - — Press the **Stop** soft key and use the **Up/Down** navigation keys to select a different ring type.
   - — Press the **Cancel** soft key to keep existing configurations.

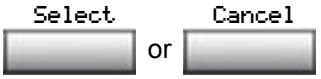
Enabling or disabling Call Timer

The call timer measures how long you are on each call. To enable Call Timer, press the **Services** key, select **Telephone Options**, and select **Call Timer**. When Call Timer is enabled, it is shown in the Date/Time area of the display.

To enable or disable Call Timer:



1. Choose one of the following:
   - To turn on the call timer, press the **On** soft key.
   - To turn off the call timer, press the **Off** soft key.



2. Choose one of the following:
   - Press the **Select** soft key to save the configuration and return to the **Telephone Options** menu.
   - Press the **Cancel** soft key to keep existing configurations.

Setting the call indicator light

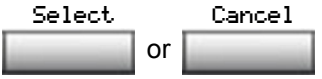
To select a headset type, press the **Services** key, select **Telephone Options**, and select **Call Indicator Light**.

To turn the call indicator light on or off:

1. Press the **Up/Down** navigation keys to scroll and highlight **Headset Type**.

2. Press the **Send/Enter** key.

3. Press the **Up/Down** navigation keys to scroll and highlight a headset type.



4. Choose one of the following:
   - — Press the **Select** soft key to save the configuration.
   - — Press the **Cancel** soft key to keep existing configurations.

Changing feature key labels

The Change feature key label option renames the label displayed next to each feature key or restores the default labels to the keys (collectively or individually). To rename feature key labels, press the **Services** key, select **Telephone Options**, and select **Change feature key labels**.

Note: If a feature key is configured as an auto-dial key, the label does not change if the auto-dial key configuration changes.

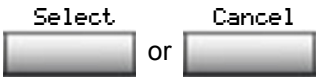
To rename the labels:

1. Press the **Send/Enter** key.

2. Press the feature key that you are changing.

   Note: If you press a prime DN key, an error message appears.

3. Enter the new information for the feature key label. To enter special characters, press the **Up** navigation key.



4. Choose one of the following:

   — Press the **Select** soft key to save the changes and return to the **Telephone Options** menu.

   — Press the **Cancel** soft key to keep existing configurations.

To restore the default labels:

To restore feature key labels, press the **Services** key, select **Telephone Options**, and select **Change feature key labels**.

1. Press the **Send/Enter** key.

2. Use the **Up/Down** navigation keys to scroll and highlight one of the following:

   a. Restore all key labels

   — Press the **Yes** soft key to change all feature keys to default values.

   b. Restore one key label

   — Press the **Select** soft key.

   — Press the feature key.

   — Press the **Yes** soft key to change the selected feature key label to the default value.

   Note: When labels are changed to default values, you cannot undo the change. The label configurations must be reentered.

Configuring the name display format

You can configure your 1150E to display the name of the incoming calling party in the following formats:

- first name, last name
- last name, first name

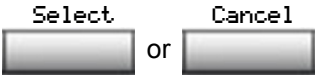
To configure name display format, press the **Services** key, select **Telephone Options**, and select **Name Display Format**.

To configure name display format:

1. Press the **Up/Down** navigation keys to scroll and highlight **Name display format**.

2. Press the **Send/Enter** key.

3. Press the **Up/Down** navigation keys to scroll and highlight one of the following:
   - **first name, last name**
   - **last name, first name**



4. Choose one of the following:
   - Press the **Select** soft key to save the configuration.
   - Press the **Cancel** soft key to keep existing configurations.

Configuring Live Dialpad

The Live Dialpad option activates the Primary DN key when you make a call by dialing a directory number on the dialpad without picking up the handset or pressing the handsfree key.first name, last name

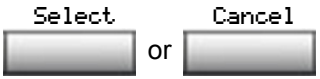
To configure Live Dialpad, press the **Services** key, select **Telephone Options**, and select **Live Dialpad**.

To configure Live Dialpad:

1. Press the **Up/Down** navigation keys to scroll and highlight **Live Dialpad**.

2. Press the **Send/Enter** key.

3. Press the **Up/Down** navigation keys to scroll and highlight one of the following:
   - **On**
   - **Off** (default)



4. Choose one of the following:
   - Press the **Select** soft key to save the configuration.
   - Press the **Cancel** soft key to keep existing configurations.

Using the Password Admin menu

The Password Admin menu allows you to set or change your SCPW and to enable or disable Password Protection.

To change your SCPW:

1. Press the **Services** key.

2. Press the **Up/Down** keys to scroll and highlight **Password Admin**.

3. Press the **Send/Enter** key.

4. Use the dialpad to enter your password at the prompt.

5. Press the **Up/Down** keys to scroll and highlight **New Password**.

6. Press the **Send/Enter** key.

7. Use the dialpad to enter the new password.

8. Press the **Select** soft key to accept the new password.

   Note: If you are locked out of your 1150E, or if you forget your SCPW, contact your system administrator.

Note: The default configuration for Password Protection is *off*.

To turn Password Protection on or off:

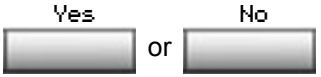
1. Press the **Directory** key.

2. Press the **Up/Down** navigation keys to scroll and highlight **Change Protection Mode**.

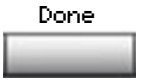
3. Use the dialpad to enter your password (if Password Protection is enabled).

4. Press the **Send/Enter** soft key.

5. Press the **Up/Down** navigation keys to scroll and highlight one of the following:
   - **Enable Password Protection**
   - **Disable Password Protection**



6. Choose one of the following context-sensitive soft keys:
   - **Yes** to accept the selection
   - **No** to return to the Directory menu



7. Press the **Done** soft key.

Call Center Agent/Supervisor Features

This section describes features and procedures common to both the Call Center Agent and the Call Center Supervisor.

Headset interface

Note: Refer to your distributor for recommended headset types for use with the 1150E.

Test your headset before using the phone to receive calls. In a noisy environment, an amplified headset is an option. Select Headset type in the Options list and choose Type 1, Type 2, or Amplified. When an amplified headset is used, there are two methods of volume control: the **Volume Control Bar** on the phone and the volume control on the headset amplifier. Adjust the phone volume before adjusting the headset volume. To provide the best communication with the least amount of distortion, the headset volume control should have a higher setting than the phone volume control.

Agent login

To login as an agent:

1. Press the **In-Calls** Key.

2. **Dial** your Agent ID (if required).

3. Press either the **In-Calls** Key, or the **Not Ready** Key to enter the ACD queue.

Login with Agent ID and Multiple Queue Assignment (MQA)

The process of logging in using MQA consists of entering your four digit Agent ID followed by a Supervisor ID (if your queue requires one) followed by up to five ACD DNs and priority values (if priority values are being used) terminated by ##.

To choose the default Priority or Supervisor ID, enter # instead of a Priority entry or a Supervisor ID entry. The Priority or Supervisor configured for your set will be used.

> ***Note:*** A Supervisor who is logging in to accept ACD calls will not be able to specify a Supervisor ID (even in the case where agents are required to enter one).

To login with Agent ID and MQA:

1. Press the **In-Calls** Key.

Dial your Agent ID #
ACD DN 1 # ACD DN 2 #
ACD DN 3 # ACD DN 4 #
ACD DN 5 # #

Dial your Agent ID,
Supervisor ID

ACD DN 1 # ACD DN 2 #
ACD DN 3 # ACD DN 4 #
ACD DN 5 # #

Dial your Agent ID #

ACD DN 1 # Priority 1 #
ACD DN 2 # Priority 2 #
ACD DN 3 # Priority 3 #
ACD DN 4 # Priority 4 #
ACD DN 5 # Priority 5 # #

Dial your Agent ID #
Supervisor ID #

ACD DN 1 # Priority 1 #
ACD DN 2 # Priority 2 #
ACD DN 3 # Priority 3 #
ACD DN 4 # Priority 4 #
ACD DN 5 # Priority 5 # #

2. Select one of the following four login options:

Login without Supervisor ID and without Priority

To login with Supervisor ID and without Priority

To login without Supervisor ID and with Priority

To login with Supervisor ID and with Priority

3. Press either the **In-Calls** Key, or the **Not Ready** Key to enter the ACD queue.

To correct errors during the login procedure:

1. **Dial** 0# to correct the previous entry. The Supervisor ID, ACD DNs, and Priorities can be re-entered (see the example below).

   Example
   To re-enter ACD DN 1 without using Priority (press # 0 # to correct ACD DN 1):

   Dial your Agent ID # Supervisor ID # ACD DN 1 # 0 # ACD DN 1 # ACD DN 2 # ACD DN 3 # ACD DN 4 # ACD DN 5 # #.

Default login

If you usually use the same phone, you do not need to repeat the entire login process at the beginning of each shift. The default login places you in the same ACD queues and the same supervisor that the set had in the previous login.

To use the default login feature:

1. Press the **In-Calls** Key.

2. **Dial** your Agent ID # # # (if your queue requires a Supervisor ID) or **Dial** your Agent ID # # (if a Supervisor ID is not required).

   Note: If queues are retained from a prior login by an Agent ID, each queue is displayed for two seconds. Press **In-Calls**, **Not Ready**, or **Make Busy** to cancel display of Multiple Queues.

Agent logout

To logout:

1. Press the **Make Busy** Key and disconnect the headset. The LED indicator lights steadily.

   Note 1: If you press the **Make Busy** Key again, the LED indicator will turn off. At this point your phone can accept non-ACD calls, but you are logged out of the queue.

   Note 2: If you press the **Make Busy** Key while on an ACD call, you will be logged out automatically when the call is finished.

Call Center Agent features

This section explains the features that are available to ACD agent positions.

Use Activity Code

This feature allows you to record the type of activity you are performing. On the Meridian 1, use the **Activity** Key and activity codes.The Meridian 1 tracks items such as the number of specific types of calls and the holding times for these calls.

To capture activities:

1. Press the **Activity** key.

2. **Dial** the Activity Code that corresponds to the activity being performed.

3. Press the **Activity** key again.

Repeat these steps if performing multiple tasks.

Answer Call Center calls

The **In-Calls** Key is the lower right key on your 1150E and is the main ACD extension (Primary DN). It allows you to answer the next queued call on the primary DN. This key presents only ACD calls. To disconnect from an ACD call, press the **Goodbye** Key or press the **In-Calls** Key a second time.

To make outgoing calls and accept non-ACD calls, your network administrator must configure one or more non-ACD DNs (Individual DNs) to your 1150E.

Note: If you have the handset option and you pick up the handset, you must also press a DN key, otherwise the handset is not operable. You can terminate a call by replacing the handset in the cradle.

The phone rings and the In-Calls indicator flashes:

1. Press the **In-Calls** Key. The caller is connected and the indicator lights continuously.

To end an ACD call:

1. Press the **In-Calls** Key. The caller is disconnected and the indicator light turns off.

   or

   Press the **Goodbye** Key.

   or

   Wait for the caller to terminate the call.

Call Forcing

The Call Forcing option automatically connects incoming ACD calls. You do not need to press the **In-Calls** Key.

When Call Forcing is on, you have a time interval between each incoming call that is defined by your network administrator. After the time interval is up, you hear a tone and Call Forcing automatically connects you with the incoming caller. You will hear a short tone and then the call automatically gets routed to your station. The In-Calls indicator lights continuously during the call.

Note: Pressing the **In-Calls** Key with Call Forcing (Auto Answer) on, disconnects an active ACD call.

The Emergency Key

When you have an emergency situation:

1. Press the **Emergency** Key. The indicator flashes while your supervisor is called. When your supervisor picks up the call, the LED indicator lights continuously and you have a three-way conference.

   Note: The display shows information about the call. Before you press the **Emergency** Key, write down this information for future reference.

Use Not Ready

Use the **Not Ready** Key, when performing post-call work.

To be taken out of the queue:

1. Press the **Not Ready** Key. This takes you out of the queue.

To be placed back in the queue:

1. Press the **Not Ready** Key or the **In-Calls** Key.

   Note: If you Press the **In-Calls** Key during an ACD call, the call is disconnected.

Activate Make Set Busy

Make Set Busy allows you to make your phone appear busy to all callers.

To activate Make Set Busy:

1. Press the **Make Busy** Key.

To deactivate Make Set Busy:

1. Press the **Make Busy** Key a second time.

Making non-ACD calls

An Individual DN allows you to make outgoing calls and to receive non-ACD incoming calls. If you do not have an active call when the LCD indicator flashes, you can press the corresponding Individual DN Key and answer the call.

To make a non-ACD call:

1. Press an **Individual DN** Key.

2. **Dial** the number you want to call.

To answer a non-ACD call:

1. Press the **DN** Key next to the flashing indicator. You are connected to your non-ACD caller.

Contact your supervisor

To answer your supervisor when your phone rings and the Supervisor indicator flashes:

1. Press the **Supervisor** Key.

If you are on a call and hear a buzz and the Supervisor indicator flashes:

1. Press the **Hold** Key.

2. Press the **Supervisor** Key.

To call your supervisor:

1. Press the **Supervisor** Key. If you are on a call, this automatically puts the call in progress on Hold.

To return to the ACD call:

1. Press the **In-Calls** Key.

To Conference your Supervisor during a call in progress:

1. Press the **Supervisor** Key. The caller is on hold and you can talk privately with your supervisor.

2. Press the **Supervisor** Key a second time to have a three-way conversation with the supervisor and the caller.

To Transfer to a supervisor, during a call in progress:

1. Press the **Supervisor** Key. The caller is on hold and you can talk privately with your supervisor.

2. Press the **Supervisor** Key again when the supervisor answers.

3. Press the **Goodbye** Key to disconnect from the call. The caller remains connected with your supervisor.

Use Walkaway and Return from Walkaway

Use this feature when you need to leave your desk during an ACD call, during a non-ACD call, or while in the Not Ready state.

To use the Walkaway feature:

1. Press the **Hold** Key. The LCD indicator beside the **In-Calls** extension flashes.

2. Disconnect the headset before you leave.

   Note: Some headsets have a quick disconnect feature. You can do a quick disconnect instead of disconnecting the headset.

To Walkaway while in Not Ready mode (Not Ready LED or LCD indicator is on, and Not Ready is shown on the display):

1. Press the **Not Ready** Key.

2. Press the **Hold** Key.

3. Disconnect the **headset**.

To return from Walkaway:

1. Connect the headset.

1. Press the key next to the flashing indicator.

   Note 1: If a caller disconnects before you return from Walkaway, the Not Ready indicator flashes. When you return from Walkaway, you are in Not Ready mode.

   Note 2: Even if you are using the optional handset, you must disconnect the headset to activate walkaway mode. There is not a quick disconnect for the handset.

Call Center Supervisor Features

In addition to the features described in this section, your network administrator can assign any feature listed in the “Agent features” section to a supervisor's phone (except Supervisor).

Agent Keys

Agent Keys allow you to connect, observe, or monitor the status of each Agent position. Each Agent Key is linked to a particular agent position and can be used along with the Call Agent or Observe Agent Keys. The following table shows the meaning of LCD indicator associated with an Agent Key.

Table 4: LCD status indicators

Indicator	Agent Status
Off	No agent logged in at this position
On	Busy on an ACD call
Slow Flashing	Waiting for an ACD call
Fast Flashing	Busy on a non-ACD call

Answer Agent

When your phone rings and the Answer Agent indicator flashes:

1. Press the **Answer Agent** Key. Your position goes into Not Ready state and you are connected to the agent.

To disconnect an agent call:

1. Press the **Goodbye** Key.

Answer Emergency

When your phone buzzes and the Answer Emergency indicator flashes:

1. Press the **Hold** Key if you intend to return to the call in progress.

2. Press the **Answer Emergency** Key. Your position goes into Not Ready state and the Answer Emergency indicator lights continuously. You are connected to the call.

To disconnect from the emergency call:

1. Press the **Goodbye** Key.

Call Agent

To call an agent:

1. Press **Call Agent** Key, your position goes into the Not Ready state.

2. Press the **Agent** Key assigned to the agent

   or

3. **Dial** the agent's position ID.

   Note: To talk to another agent repeat steps one and two or press the Agent Key for the next agent.

To leave Call Agent state:

1. Press the **Goodbye** Key.

Use the Supervisor Observe and Supervisor Headset Port

The Supervisor Talk/Listen Key is located in the upper left corner of the 1150E and has an associated LED.

A supervisor can listen in on an active call at an 1150E by connecting the headset into the port near the Supervisor Talk/Listen Key on an agent's phone. The LED remains dark to denote that the supervisor can hear the conversation while the microphone for the supervisor's headset is muted.

To use the Supervisor Talk/Listen feature:

1. Plug your headset into the agent phone.

To use the Supervisor Observe feature for a two way conversation:

1. Press the **Supervisor** Key. The LED lights continuously and the supervisor can participate in the conversation.

To mute the Supervisor headset:

1. Press the **Supervisor** Key a second time to put the supervisor headset on mute. The LED turns off.

Observe Agent

To observe an agent:

1. Press the **Observe Agent** Key. Your position goes into Not Ready state.

2. Press the **Agent** Key.

   or

3. **Dial** the agent's position ID. You can listen to the agent and caller's conversation.

   Note: To observe another agent, repeat step two.

Note: You cannot observe an agent if the agent's call is on hold or if no calls are in progress.

To talk to an agent you are observing:

1. Press the **Observe Agent** Key.

   You now have a conference with the agent and the caller.

To leave the Observe state:

1. Press the **Goodbye** Key.

Interflow

When the call backlog or the waiting time in the queue exceeds a set threshold, Interflow forwards calls to a predefined target queue. The supervisor activates Interflow when the waiting time for the queue exceeds its threshold.

To activate Interflow:

1. Press the **Interflow** Key.

   The indicator flashes and excess calls are routed to the destination.

To stop Interflow:

1. Press the **Interflow** Key again.

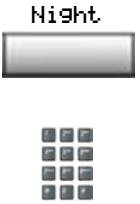
Night Service

To enter Night Service:

1. Press the **Night** Key and **dial** 6 (6=N for Night).

   The indicator lights continuously. All calls in the queue and new calls receive Night Service.

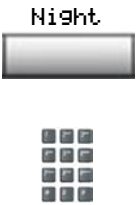
To transition to Night Service:



1. Press the **Night** Key and **dial** 8 (8=T for Transition).

   The indicator flashes. Calls in the queue remain in the queue and new calls receive Night Service.

To exit Night Service:



1. Press the **Night** Key and **dial** 3 (3=D for Day).

   The indicator flashes. New calls enter the queue.

1150E non-ACD call features

This section describes non-ACD features commonly used for call processing. Your network administrator assigns features to your programmable feature keys. Whenever this guide describes a procedure that requires special codes ask your network administrator to provide these to you.

To access a feature, you press a Feature Key, or enter a Flexible Feature Code (FFC). Your network administrator supplies you with the Flexible Feature Codes for your system.

> ***Note:*** To use a feature described in this section, your system software must support the feature and the feature must be assigned to your phone. Check with your network administrator for more details.

Make a call

This section describes features that you can use when you make a call. There are several ways to make a call from your Nortel IP Phone 1150E. To make a call from your phone, use the features described in this chapter.

To make a call:

1. Press an **Individual Line** (DN) Key.

2. **Dial** the number.

   Note: If you are on a call on your Individual Line (DN) and your phone is not in Not Ready or Make Busy state, your call is automatically placed on hold when an ACD call rings your phone enabling you to answer the ACD In-Calls line. However, if you are on an ACD call and a call comes in on your Individual Line (DN), you cannot put your ACD call on hold to answer the call on your Individual Line (DN).

Using Predial

The Predial feature allows you to enter and preview a number of up to 31 digits and make corrections before you dial the number.

To use Predial:

1. **Dial** the number.

   Note 1: If you are calling an external or long distance number, be sure that the appropriate access codes are included.

   Note 2: Press the **Pause** Key to insert a 1.5 second pause in the dialing string.

2. Press an **Individual Line** (DN) Key to receive dial tone. The displayed predialed number is automatically dialed.

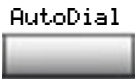
   Note: You cannot use the Predial feature if the Live dial pad feature is active.

Using Auto Dial

Auto Dial lets you dedicate a feature key to a specific phone number. When the Auto Dial Key is pressed, the number is dialed automatically.

To use Auto Dial:

1. Press an **Individual Line** (DN) Key.

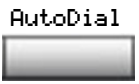


2. Press the associated **Auto Dial** Key.

   Note: The number is dialed automatically.

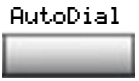
To display the Auto Dial number:

1. Press the **Display** Key.



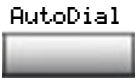
2. Press the configured **Auto Dial** Key. The number appears on the display.

To store an Auto Dial number:



1. Press the **Auto Dial** Key.

2. **Dial** the number to be stored on the Auto Dial Key.



3. Press the **Auto Dial** Key again. The number is stored on the key. To change the key label "AutoDial", select Change feature key label from the **Options List** menu. Please see "Changing feature key labels" on page 52 for detailed instructions.

Using Ring Again

Use the Ring Again feature when you dial a number and receive a busy tone or no answer. The Ring Again feature lets you know when the person you dialed is available or has used their phone. The feature notifies you when to redial your party. The Ring Again feature automatically redials the number.

To use Ring Again:

1. **Dial** a number and receive a busy tone or no answer.

2. Press the **Ring Again** Key. The screen displays Ring again is active.

To call a Ring Again party when you receive notification:

When the number you want to reach is available, or the person has re-used their set, you hear the Ring Again tone.

1. Press an **Individual Line** (DN) Key.

2. Press the **Ring Call** Key.

To cancel Ring Again before notification:

1. Press the **Cancel Ring Again** Key. The screen displays `Ring Again is cancelled`.

Using Last Number Redial

Last Number Redial allows you to automatically redial the last number you dialed. This feature must be enabled by your network administrator.

To use Last Number Redial:

1. Press an **Individual Line** (DN) Key.

2. Press the **Individual Line** (DN) Key again. The last number you dialed is automatically redialed.

Using Speed Call

The Speed Call feature allows you to automatically dial frequently called numbers by entering a one, two, or three digit code. Contact your network administrator to determine the capacity of your Speed Call list.

A phone designated as a Speed Call Controller can program or edit the Speed Call list. This feature must be enabled by your network administrator.

To store or change a Speed Call number:

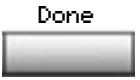
1. Press the **Speed Call Controller** Key. The screen displays `Enter Code, then number`.

2. **Dial** a one, two, or three digit code. Use the **Delete** Key if you make a mistake. Use the **Cancel** Key to leave the screen without storing a speed call number. A dash is automatically inserted after the required number of digits have been entered.

3. **Dial** the associated phone number. Use the **Delete** Key if you make a mistake. Use the **Cancel** Key to leave the screen without storing a speed call number.

   Note 1: Dial the access code (if required) followed by the internal, external, or long-distance phone number.

   Note 2: Press the Pause Key to insert a 1.5 second pause in the dialing string.



4. Press the **Done** Key to save the code and number.

To make a Speed Call:

1. Press an **Individual Line** (DN) Key.

or

2. Press the **Speed Call Controller** Key or the **Speed Call User** Key. The screen displays `Enter code`.

3. **Dial** the Speed Call code assigned to the phone number. The number is automatically dialed.

Using System Speed Call

System Speed Call allows you to make a call by dialing Speed Call codes which may override your phone's class of service restrictions. The System Speed Call feature is set up on the system by your network administrator. It is a speed dial number that is common to many users, therefore it is set up on the system not on your individual phone.

To make a System Speed Call:

1. Press an **Individual Line** (DN) Key.

or

2. Press the **System Speed Call Controller** key or the **System Speed Call User** Key, or enter the System Speed Call User FFC.

3. **Dial** the Speed Call code assigned to the phone number. The number is automatically dialed.

Using Hot Line

The network administrator can program a Hot Line Key that allows you to dial a specific number automatically. The network administrator can apply other features to the Hot Line such as Call Redirection, so that the Hot Line call is answered by a person and not by a voice mail box.

To use Hot Line:

1. Press the **Hot Line** Key. The Hot Line Key automatically dials the number.

   Note: If your main DN is a Hot Line, the Hot Line dials the number automatically.

Using Intercom calling

The Intercom feature connects a group of people together through an Intercom Key. You can use the Intercom feature to call a member of your intercom group by pressing a code assigned to each member of the group. The intercom group must be set up by your network administrator.

To make an Intercom call:

1. Press an **Individual Line** (DN) Key.

2. Press the **Intercom** Key.

3. **Dial** the one or two digit code for the intercom group member you want to call.

To answer an Intercom call while on a line other than your Intercom group line:

1. Press the **Hold** Key to put the current call on hold.

   or

   Press the **Goodbye** Key to end the call.

2. Press the **Intercom** Key and begin to speak.

Answering a call

When you receive an incoming call on an Individual Line (DN), your phone rings and the LCD indicator flashes.

To answer a call:

1. Press the **Individual Line** (DN) Key beside the flashing LCD indicator.

   Note: If you have the handset option and you pick up the handset, you must also press the **Individual Line (DN)** Key, otherwise the handset is not operable. However, you may terminate a call by replacing the handset in the cradle.

While on an active call

This section describes features that you can use while on an active call on an Individual Line (DN).

To place a call on Hold:

Use the Hold feature when you are talking with one party and a second call comes in on a second Individual Line (DN). You can answer the second call and retain the original call by putting it on Hold.

1. Press the **Hold** Key. The LCD indicator flashes beside the line on hold.

   Note 1: If the Automatic Hold feature is configured for your Meridian 1, the active call is automatically put on Hold when you answer the second call.

   Note 2: The caller hears music while on hold, if the Music on Hold feature is configured for your system.

To retrieve a call on hold:

1. Press the **Individual Line** (DN) Key beside the flashing LCD indicator.

Transferring a call

Use the Transfer feature to redirect a call to a third party.

To use the Transfer feature:

1. Press the **Transfer** Key. The other party is on hold and you receive a dial tone. The screen displays `Call on hold, dial number`.

2. **Dial** the number of the phone where the call is to be transferred.

or

3. When the number rings or a person answers, press the **Transfer** key to connect the calling party. The two callers are connected and your phone is ready to make or receive new calls.

To go back to the original call if the transfer is incomplete:

1. Press the **Goodbye** key. The caller remains connected to the attendant.

2. Press the **Individual Line** (DN) Key with the flashing icon to return to your original call.

Using Timed Reminder Recall

Timed Reminder Recall gives you a reminder tone when a call you transferred is not answered.

To use Timed Reminder Recall:

1. Press the **Transfer** Key. The call is put on hold.

2. **Dial** the number where you want to transfer the call.

3. Press the **Transfer** Key again.

   Note: If the transfer is complete, the recall timer stops.

If the transferred call is not answered, your phone rings:

1. Press the **Individual Line (DN)** Key beside the flashing LCD indicator.

2. Press the **Transfer** Key and repeat the transfer (to a different DN).

   Note: If you transfer a call to a person and they pick up the line while you are still on the line, press the **Goodbye** Key to complete the transfer. Check with your network administrator to determine the time interval of your recall timer.

Using Attendant Recall

The Attendant Recall feature allows you to contact an attendant while on a call and connect the call to the attendant.

To contact the attendant while on a call:

1. Press the **Attendant Recall** Key while on a call. Stay on the line until the attendant answers.

2. Press the **Goodbye** key. The caller remains connected to the attendant.

Using Call Park

The Call Park feature allows a call to be held temporarily and to be retrieved from any phone. You can park an incoming call and page the called party. When you use Call Park, you do not tie up a line. Your network administrator can set up a System Park where most calls are automatically parked.

If configured network-wide, Call Park can be used across networks.

To park a call on a System Park DN:

1. Press the **Park** Key. The screen displays a System Park DN and asks for confirmation.

2. Press the **OK** Key. The call parks on the System Park DN.

To park a call on a DN other than the System Park DN:

1. Press the **Park** Key. The screen displays `Press OK to park call on 2190` (Where `2190` represents the default System Park DN).

2. **Dial** the DN where you want to park the call. When you begin dialing, the screen displays `Enter digits, then park`. When you have completed dialing the call park DN, the screen displays `Press OK to park call`.

3. Press the **OK** Key. The call parks on the selected DN.

To retrieve a parked call:

1. Press an **Individual Line** (DN) Key.

2. **Dial** the DN where you parked the call.

   Note: If a parked call is not retrieved within a specified period of time, it rings back to your phone or to the attendant. Check with your network administrator to determine your specified period of time.

Calling Party Number/Charge Account

The Calling Party Number/Charge Account feature allows you to record a caller's number or charge account number for accounting purposes while on an established call.

To record the calling party number or charge account number:

1. Press the **Charge** Key. The screen displays `Select Charge type`.

or

2. Press the **Account** Key. The screen displays `Enter account number`.

   or

   Press the **Calling Party Number** Key. The screen displays `Enter Calling party number`.

3. **Dial** the charge account number or calling party number. Use the **Clear** Key or **Delete** Key to edit the number. Press the **Exit** Key to leave the screen without charging the call.

4. Press the **OK** Key to return to your call.

Displaying incoming calls

The Display Key allows you to be on an active call and display an incoming caller's name and/or number, if not automatically displayed, without interfering with the call in progress.

To view the name of a second caller while on a call in progress:

1. Press the **Display** Key.

2. Press the flashing **Individual Line (DN)** Key. The call waiting information appears on the display.

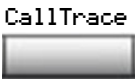
   Note 1: Use of the **Display** Key does not interfere with the call in progress.

   Note 2: You can use the **Display** Key in combination with other feature keys to display information associated with the feature.

Tracing a Malicious call

Malicious Call Trace provides a way for you to trace nuisance calls. The feature is available for both internal and external calls. When the key is pressed, your Directory Number and the phone number of the caller are recorded for access by your network administrator.

To use Call Trace while you are on a call:



1. Press the **Call Trace** Key.

To use Call Trace if you do not have a Call Trace Key:

or

1. Press the **Transfer** Key or the **Conference** Key.

2. **Dial** the Malicious Call Trace FFC.

3. Press the **Individual Line (DN)** Key beside the flashing LCD indicator to return to the call.

Additional Call Features

Using the buzz signal

Buzz allows one person, whose phone is linked to another phone, to signal the other phone. The person signaled hears a buzz. Use this feature to notify the other person of a call, a visitor, or a request.

To buzz the phone linked to yours:

1. Press the **Buzz** Key. The phone linked to yours buzzes as long as you hold down the key.

Using Call Page Connect to make an announcement

Call Page allows you to make an announcement over the paging system. To make a page call, dial the paging trunk access code.

> ***Note:*** When the Page Key is used on an attendant console it overrides the phones; the phones are disconnected and must re-access the paging trunk.

To connect to the paging system:

1. Press an **Individual Line** (DN) Key.

2. **Dial** the paging trunk access code. The connection to the paging system is complete.

3. Make your announcement.

To disconnect from the paging system:

1. Press the **Goodbye** key.

Charging a call or charging a forced call

Call Charge allows you to charge a call to a specific account. **Forced Charge Account** allows you to charge long-distance calls from a phone restricted to local calls.

To charge or force charge a local or a long-distance call to an account before you dial:

1. Press an **Individual Line** (DN) Key.

2. Press the **Account** Key. The screen displays `Enter account number`.

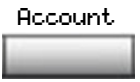
3. **Dial** the charge account number. Use the **Clear** Key or **Delete** Key to edit the number. Press the **Exit** Key to leave the screen without charging the call.

4. Press the **OK** Key.

5. **Dial** the number.

To charge a call in progress:

1. Press the **Charge** Key. The screen displays `Select Charge type`.



2. Press the **Account** Key. The screen displays `Enter account number`.

3. **Dial** the charge account number. Use the **Clear** Key or **Delete** Key to edit the number. Press the **Exit** Key to leave the screen without charging the call.

4. Press the **OK** Key. You return to your call.

To charge a call to an account when you transfer a call:

1. Press the **Transfer** Key. The call is placed on hold.

2. Press the **Account** Key.

3. **Dial** charge account number. You receive dial tone.

4. **Dial** the number of the phone where the call is to be transferred.

5. Press the **Transfer** Key when you hear the phone ring.

To charge a call to an account when you add someone to a conference call:

1. Press the **Conference** Key. The call is placed on hold.

2. Press the **Account** Key.

3. **Dial** the charge account number. You receive dial tone.

4. **Dial** the number of the person you want to add to the conference.

5. Press the **Conference** key a second time to conference all parties together.

   Note: You can talk to either party privately, press the **Incalls** key to talk to originator or press the **Conf** key to talk to the transfer number. Alternating between these two keys alternates between the two parties. This needs to be done before pressing the Conf key twice. This also assumes **AHA CLS - Automatic Hold,** is enabled on the handset.

Using Enhanced Override

Enhanced Override allows you to override an active call after you have attempted a Forced Camp-on. Use Enhanced Override when you make either a simple call or a consultation call (i.e., place a call on hold and call another party).

To use Enhanced Override:

1. **Dial** a phone number and receive a busy signal.

2. Press the **Override** Key or enter the Override FFC to initiate a Forced Camp-on. If either of the persons on the call disconnects at this time, you receive an overflow (fast busy/engaged) signal.

3. Press the **Override** Key again or enter the Override FFC again. The other two persons on the call receive an override tone and a conference call is established between the three of you. If anyone disconnects, the other two persons will remain connected.

To end the connection:

1. Press the **Goodbye** key.

Using Forced Camp-on

Forced Camp-on allows your phone to automatically ring another phone as soon as that phone disconnects from its current call. Forced Camp-on allows you to camp-on both internal and external calls.

To use Forced Camp-on:

1. **Dial** a phone number and receive a busy signal.

2. Press the **Override** Key or enter the Override FFC to initiate a Forced Camp-on. If either of the persons on the call disconnects at this time, you receive an overflow (fast busy/engaged) signal.

   Note: The person you called hears a tone, and you hear ring/ringback signal or busy/engaged signal (depending on the options chosen). You are now camped-on to the number you dialed.

3. When the person you called finishes their call, your phone automatically dials the number. Both your phone and their phone ring.

To answer a camped-on call:

1. Press the **Individual Line** (DN) Key beside the flashing LCD indicator. You are connected to the camped-on caller.

   Note: Your phone can be programmed for either Camp-on or Call Waiting, but not both.

Override Feature

You can **Override** a busy signal and interrupt another call.

To override a busy/engaged signal:

1. **Dial** a phone number and receive a busy signal.

2. Press the **Override** key, or enter the Override FFC. The people on the call in progress receive a tone for approximately one second; the feature connects the three of you together. A short tone repeats every sixteen seconds.

To end the connection:

1. Press the **Goodbye** key.

Using Privacy Release

Privacy Release allows one or more people who share your DN to join your call.

To use Privacy Release while on an established call:

1. Press the **Privacy Release** Key while you are on a call. Other persons can now join the call, if they press the shared Line (MADN) Key on their phone.

Using Radio Page

Some phone systems can have an on-site Radio Paging system. This system feature allows you to page a person and stay on the line until they answer. The paged person answers the call when they enter a special Paging “Meet - me” code from any phone. This connects the person paged to the party who paged them.

To use Automatic Pre-selection(“Meet - me” page):

1. Press an **Individual Line** (DN) Key.

2. **Dial** the Radio Paging FFC. You receive paging dial tone.

3. **Dial** the number of the party you want to page. You receive ringback/ring tone.

   Note 1: The person you paged uses any phone to enter a Radio Paging Answer code, plus their own DN. This action connects you and the person paged.

   Note 2: If your call goes unanswered for a preset time period, you receive a continuous high pitched tone then silence. Press the **Goodbye** Key.

To use Automatic Post selection:

Note: Use this feature when the called party is either busy on the phone or away from the desk. To page the called party there is no need to redial the number of the called party.

1. Press the **Radio Page** Key. You receive special dial tone.

2. **Dial** the Radio Paging Access FFC. You receive ringback/ring tone.

   Note 1: The person you have paged can proceed to any phone, enter their Radio Paging Answer code plus their own DN. This action connects you and the person paged.

   Note 2: You receive a fifteen second, high pitched tone, then silence if the party paged does not answer the call within a preset time period. When you receive this signal press the **Goodbye** Key.

To use the Special Radio Paging features:

If you carry a Radio Pager, you will receive a paging indication when another Meridian 1 phone user access the Radio Paging system and dials your DN. If the Radio Paging system is set up to function in “Meet - me” mode, you can use the following steps to answer the paging call from any Meridian 1 extension.

1. Press an **Individual Line** (DN) Key.

2. **Dial** the Radio Paging Answer FFC. You receive paging tone.

3. **Dial** your own DN. You are connected to the paging caller.

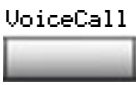
   Note: If the paging caller has hung up you will receive a steady high-pitched tone.

Using Voice Call

The Voice Call feature allows you to page another person or make an announcement through someone else’s phone speaker.

To make a voice call:

1. Press an **Individual Line** (DN) Key.



2. Press the **Voice Call** Key.

3. Make your announcement.

4. Press the **Goodbye** key.

To respond to a voice call:

1. Press the **In-Calls** key when you hear the caller's voice through your speaker.

Using the Voice Messaging control screens

The Voice Messaging control screens allow you to send commands while connected to your voice messaging system using the context-sensitive soft keys instead of the dial pad.

To use Voice Messaging controls:

1. Press an **Individual Line** (DN) Key.

2. Press the **Message** Key.

3. Use the **dial pad** to log in to your voice mailbox.

4. Press the **Voice Message** Key.

5. Press the **Play** Key to play your first new message.

   Note: Use the **More. . .** Key to view additional message options.

6. Press the **Stop** Key to pause playback of the message. Press **Play** to resume.

   or

7. Press the **Last** Key to go to the previous message. Press **Play** to playback the message or press **Last** again to move to previous messages.

   or

Press the **Next** Key to go to the next message. Press **Play** to playback the message or Press **Next** again to move to later messages.

or

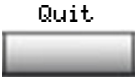
Press the **Delete** Key to delete the current message.

or

Press the **Skip Forward** Key to advance three seconds in the current message.

or

Press the **Skip Backward** Key to rewind three seconds in the current message.



8. Press the **Quit** Key at any time to exit your voice messaging system. Your phone is now ready for new calls.

Activate Automatic Answerback

When Automatic Answerback is active, your set automatically answers in handsfree mode after one ring.

> ***Note:*** When Automatic Answerback is active, calls do not forward to your voice message service.

To use Automatic Answerback:

1. Press the **Automatic Answerback** Key.

To deactivate Automatic Answerback:

1. Press the **Automatic Answerback** Key.

Activate Call Pickup

Call Pickup allows you to pick up a non-ACD call from any phone in the same Pickup Group or another Pickup Group.

To answer a call in your own Call Pickup Group:

1. Press an **Individual Line** (DN) Key.

2. Press the **Pickup** Key or enter the Pickup Ringing Number FFC.

To answer an incoming call in another Call Pickup Group:

1. Press an **Individual Line** (DN) Key.

2. Press the **Group Pickup** Key or enter the Pickup Group FFC.

3. **Dial** the Pickup Group number of the phone that is ringing.

   Note: The network administrator assigns the Pickup Group number.

To answer a call at a specific extension in any Pickup Group:

1. Press an **Individual Line** (DN) Key.

2. Press the **DN Pickup** Key, or enter the Pickup Directory Number FFC.

Use Call Waiting

Call Waiting puts your current non-ACD call on hold, while you answer an incoming call. Example: The attendant routes an outside call to you while you are on an existing call. Call Waiting allows you to recognize the call and respond to it. This feature must be enabled by your network administrator.

To answer an incoming call while on another call:

1. Press the **Hold** Key when you hear the tone. The Call Waiting status icon appears in the display.

2. Press the **Call Wait** Key to answer the call.

To return to your first phone call:

1. Press the **Hold** Key, if you want to put the second call on hold.

   or

2. Press the **Goodbye** key to end the second call.

3. Press the **Individual Line** (DN) Key associated with the first call.

If you do not have a Call Waiting Key:

1. If you do not have a Call Waiting Key and you hear the Call Waiting tone, press the **Goodbye** key to end your current call.

2. Press the **Individual Line** (DN) Key beside the flashing LCD icon to answer the incoming call.

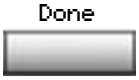
Forward calls

The Call Forward feature allows you to direct your calls to ring at another Line (DN). You cannot forward calls while your phone is ringing.

To forward your calls:

1. Press the **Forward** Key. The previously stored forward number appears, if one exists, and the screen displays `Enter forward number`.

2. If desired, enter a new number. The existing number is automatically deleted. If you make a mistake, use the **Delete** Key to delete the previous digit(s). Press **Cancel** to leave this screen without forwarding your phone or changing the number.



3. Press the **Done** Key to activate Call Forward.

To view the number that your calls are being forwarded to:

1. Press the **Check Forward** Key.

2. Press the **Exit** Key to return to the previous screen. This action will leave Call Forward active.

To cancel Call Forward:

1. Press the **Check Forward** Key.

2. Press the **Cancel Forward** Key.

Forward internal calls only

Internal Call Forward allows only calls originating at internal DNs to ring at another DN. Calls originating outside your Meridian 1 system will still ring at your phone. You cannot forward calls while your phone is ringing.

To forward your internal calls:

1. Press the **Internal Call Forward** Key and enter the Internal Call Forward Activate FFC.

2. **Dial** the DN where you want to forward your calls.

3. Press the **Internal Call Forward** Key.

To cancel Internal Call Forward:

1. Press the **Internal Call Forward** Key and enter the Internal Call Forward Deactivate FFC.

To reinstate Internal Call Forward to the same number:

1. Press the **Internal Call Forward** Key twice.

Use Remote Call Forward

The Remote Call Forward feature allows you (from any phone other than your own) to forward calls directed to your Individual Line (DN) to another phone.

To activate Remote Call Forward:

1. Lift the **handset** on the remote phone that you are using to forward your calls.

2. If you call from a phone outside the system, first **dial** your Direct Inward System Access number and wait for dial tone.

3. **Dial** the Remote Call Forward Activate FFC to activate the feature.

4. **Dial** your Station Control Password. Refer to “Secure your phone” on page 115.

5. **Dial** your Individual Line (DN). You get a dial tone before you dial your number.

6. **Dial** the number where you want to forward your calls. If you forward calls to an invalid number, you receive a fast busy tone.

#

7. Press the # Key.
8. To forward calls to a previous call forward phone number, skip step six above

To cancel Remote Call Forward:

1. Lift the **handset** on the remote phone that you are using to cancel forwarding of your calls.

2. If you call from a phone outside the system, first **dial** your Direct Inward System Access number and wait for dial tone.

3. **Dial** the Remote Call Forward Deactivate FFC.

4. **Dial** your Station Control Password.

5. **Dial** your Individual Line (DN). You get a dial tone before you dial your number.

#

6. Press the # Key.

Secure your phone

You can lock your phone with a password so that no one can make calls on your Individual Line (DN).

To lock your phone:

1. Press an **Individual Line** (DN) Key.

2. **Dial** the Electronic Lock Activate FFC and your Station Control Password.

   Note: If you perform this operation from someone else's phone, also dial your line (DN).

3. Press the **Goodbye** key.

To unlock your phone:

1. Press an **Individual Line** (DN) Key.

2. **Dial** the Electronic Lock Deactivate FFC and your Station Control Password.

   Note: If you perform this operation from someone else's phone, also dial your line (DN).

3. Press the **Goodbye** key.

To change your password (must be done from your phone):

1. Press an **Individual Line** (DN) Key.

2. **Dial** the Station Control Password Change FFC and your current password. **Dial** your new password twice (for verification).

3. Press the **Goodbye** key.

Set up a Conference call

You can set up a Conference call for up to six people (including yourself). Contact your network administrator to determine the maximum number of people your system allows on a conference call.

To set up a conference call:

1. Press the **Conference** Key while you are on a call. The other party is on hold and you receive dial tone. The screen displays `Call on hold, dial number`.

2. **Dial** the number of the person you want to add to the conference.

3. Press the **Conference** key a second time to conference all parties together.

   Note: You can talk to either party privately, press the **Incalls** key to talk to originator or press the **Conf** key to talk to the transfer number. Alternating between these two keys alternates between the two parties. This needs to be done before pressing the Conf key twice. This also assumes **AHA CLS - Automatic Hold,** is enabled on the handset.

If the person you attempt to add to the conference is unavailable:

1. Press the **Goodbye** key.

2. Press the **Individual Line** (DN) Key beside the flashing LCD indicator to return to your original call.

Join a call

The Call Join feature allows you to connect an incoming call to a call already in progress thereby creating a conference call. In order to use Call Join, your phone must be configured with either a second line (DN) or a Call Waiting Key.

To connect a call on hold (on a different line) to your current call:

1. Press the **Conference** Key.

2. Press the **Key** that has the caller you want to connect to your current call.

3. Press the **Conference** Key. The person on hold joins your conversation.

Selectable Conferee Display and Disconnect

You can view the list of active conferees by using the Conferee Selectable Display Key and disconnect any party that has been added to the conference call.

To view active conferees:

1. While on a conference call, press the **Conferee Selectable Display** Key. The LCD indicator turns on. With each key press, the screen changes to show a different active conferee.

   Note: This action has no effect on the displays of the other phones involved in the conference.

1. Press the **Goodbye** key.

To disconnect a conferee:

1. While on a conference call, press the **Conferee Selectable Display** Key. The LCD indicator turns on. Continue to press the key until the conferee you want to delete appears on the screen.

2. Press the **Individual Line (DN)** Key on which the conference call is established. The selected conferee is disconnected from the call.

   Note: If there are additional conferees to be disconnected, press the **Conferee Selectable Display** Key until the conferee that is to be disconnected is displayed on the screen.

3. Press the **Goodbye** key.

Use Group Call

Group Call automatically calls members of a predefined group, one at a time, until they have all answered. Ask your network administrator for details on how to create a conference call group.

To call group members:

1. Press an **Individual Line** (DN) Key.

1. Press the **Group Call** Key or enter the Group Call FFC. The feature automatically calls all group members. The icon flashes until all members answer. Their phone numbers appear on the display as they answer. When the last person answers, the **Group Call** indicator lights steadily.

   Note 1: When a person in your group is on a conference call or another group call, they are not connected to your group call.

   Note 2: After all the people in the group have answered, only the person who made the group call can put the call on hold.

To answer a Group Call:

1. Press the **Individual Line** (DN) Key beside the flashing LCD indicator.

   Note 1: If you are on a call and you receive three 10-second tones, this is the notification of a group call on your current extension.

   Note 2: If you are on a call on another Individual Line (DN) on your phone when a group call is made, you receive a long tone through the handset or headset.

   Note 3: You do not receive notification of a group call if you are already on a conference call or another group call.

To end a Group Call:

1. Press the **Goodbye** key.

   Note: When the person who made the group call disconnects, the call terminates for all members of the group. However, the members of the Group Call can disconnect from the call and not affect other members on the call.

Additional phone features

The following features are described in this section:

- “Using the Personal Directory” on page 122
- “Using the Callers List” on page 125
- “Using the Redial List” on page 127
- “Using Virtual Office” on page 129
- “Using Media Gateway 1000B” on page 136

Using the Personal Directory

Use the Personal Directory feature to create and store up to 100 directory entries. A Personal Directory entry can contain:

- last name (up to 24 characters)
- first name (up to 24 characters)
- phone numbers (up to 31 characters)

To use the Personal Directory, press the **Directory** key and select **Personal Directory**.

To add an entry:

1. Press the **Add** soft key.

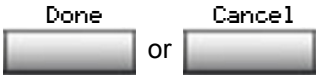
   Note: If the message *Directory is full* appears, delete one or more entries to add a new entry.

2. Use the dialpad to enter the name.

3. Press the **Next** soft key.

4. Use the dialpad to enter the phone number.

5. Do one of the following:



— Press the **Done** soft key to save the new entry.

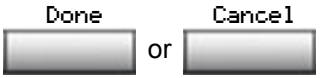
— Press the **Cancel** soft key to return to the Add screen.

To edit an entry:

1. Press the **Up/Down** navigation keys to scroll and highlight the desired entry.

2. Press the **Edit** soft key and perform your edits.

3. Choose one of the following:

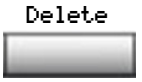


— Press the **Done** soft key to save the changes.

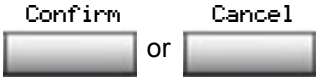
— Press the **Cancel** soft key to return to the Personal Directory without saving your changes.

To delete an entry:

1. Press the **Up/Down** navigation keys to scroll and highlight the desired entry.



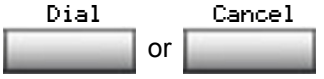
2. Press the **Delete** soft key.



3. Choose one of the following:
   - Press the **Confirm** soft key to delete the entry.
   - Press the **Cancel** soft key to return to the Personal Directory without deleting the entry.

To search for an entry:

1. Press the **Up/Down** navigation keys to scroll and highlight the desired entry.



2. Choose one of the following:
   - Press the **Dial** soft key to dial the resulting number.
   - Press the **Cancel** soft key to exit without dialing.

Using the Callers List

The Callers List feature logs all incoming calls. The Callers List can store up to 100 entries. When the list is full, the system overwrites the oldest entry. Use the Callers List feature to review missed calls and to dial calls. The Callers List contains:

- the caller's last and first name (if available)
- the DN of the caller
- the time and date of the call
- the number of times the caller called

Entries in the Callers List are sorted by the time the call arrived.

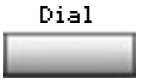
> ***Note:*** Calling Party Name Display (CPND) is affected depending on the Preferred Name Match option. If Preferred Name Match is on, the CPND appears according to your configurations. If the Preferred Name Match option is off, the CPND appears according to the system configurations.

To access the Callers List, press the **Directory** key and select **Callers List**.

> ***Note:*** If password control is enabled, enter your SCPW at the prompt.

To dial an entry:

1. Press the **Up/Down** navigation keys to scroll and highlight the desired entry.

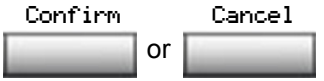


2. Press the **Dial** soft key.

To delete an entry:

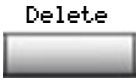
1. Press the **Up/Down** navigation keys to scroll and highlight the desired entry.

2. Press the **Delete** soft key.

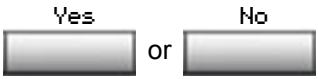


3. Choose one of the following:
   - Press the **Confirm** soft key to delete the entry.
   - Press the **Cancel** soft key to return to the Personal Directory without deleting the entry.

To delete the entire Callers List:



1. Press the **Delete** soft key.



2. Choose one of the following context-sensitive soft keys:
   - — **Yes** to delete the entire Callers List
   - — **No** to return to the previous screen

Using the Redial List

The Redial List feature logs all outgoing calls. Redial List can stored up to 20 entries. When the list is full, the system overwrites the oldest entry. Use the Redial List feature to review calls made, and to redial previously dialed calls. The Redial List contains:

- the last and first names of the dialed party (if available)
- the DN of the dialed party
- the time and date of the last dialed occurrence

Entries in the Redial List are sorted by the time the call was received.

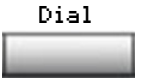
> ***Note:*** Calling Party Name Display (CPND) is affected depending on the Preferred Name Match option. If Preferred Name Match is on, the CPND appears according to your configurations. If the Preferred Name Match option is off, the CPND appears according to the system configurations.

To access Redial List, press the Directory key and select Redial List.

> ***Note:*** If password control is enabled, enter your SCPW at the prompt.

To dial an entry:

1. Press the **Up/Down** navigation keys to scroll and highlight the desired entry.

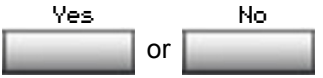


2. Press the **Dial** soft key.

To delete an entry:

1. Press the **Up/Down** navigation keys to scroll and highlight the desired entry.

2. Press the **Delete** soft key.

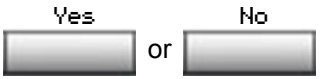


3. Choose one of the following context-sensitive soft keys:
   - **Yes** to delete the entry
   - **No** to return to the previous screen

To delete the entire Redial List:

1. Press the **Delete** soft key.

2. Choose one of the following soft keys:



— **Yes** to delete the entire Redial List

— **No** to return to the previous screen

Using Virtual Office

The Virtual Office (VO) feature provides a service you can use while you are away from your desk to transfer calls, and all your office phone features, to a remote phone. Virtual Office makes this possible by allowing you to use another 1150E (the Remote phone) to log in to your own home or office IP Phone (the Office phone). After you log in, you can access the DNs, autodial numbers, key layout, feature keys, and voicemail features that are configured on your own home or office IP Phone.

The Virtual Office feature for the IP Phone 1150E only allows an IP Phone 1150E VO login from an IP Phone 1150E. Virtual Office login of IP Phone 1150E into/from any other set type is blocked. The agent's phone must have a secondary (or private) DN assigned, which is then used as the VO User Id.

To use Virtual Office, you need your DN and preconfigured Station Control Password (SCPW). You must activate Virtual Office on your Office phone before you can connect to it from a Remote phone. See "Logging in to Virtual Office" on page 129.

Note: Contact your system administrator to verify if the Virtual Office feature is available for your use.

Logging in to Virtual Office

To activate Virtual Office on your Office phone from your Remote phone:

1. Press the **Services** key.

2. Press the **Up/Down** navigation keys to scroll and highlight **Virtual Office Login**.

3. Press the **Send/Enter** key.

4. At the prompt, enter your user ID.

5. Press the **Send/Enter** key.

6. At the prompt, enter the home **Station Control Password (SCPW)**.

   Note 1: If the user ID is not found locally, the message *Locating Remote Server* is displayed.

   Note 2: After three failed login attempts, wait 1 hour before attempting to log in again, or contact your system administrator to reset your password. For more information, see **"Security features" on page 23**.

   Note 3: Your Virtual Office session expires after a fixed period of time, (determined by your system administrator).

A successful login transfers all the features, time, date, and tones to your Remote phone from your Office phone.

Using Virtual Office on your Remote phone

Because the display characteristics, including size, vary from one IP Phone model to the next, your Office 1150E display is different on each Remote phone. Figure 8 shows an 1150E logged in as a Remote phone to an 1150E Office phone. All the features appear as they do on your Office 1150E.

Figure 8: Logged in to an IP Phone 1150E

Using Virtual Office on your Office phone

Figure 9 shows the 1150E display when the phone is logged out due to remote access.

Figure 9: Office phone displays the message *Logged Out*

When activated for Virtual Office by a Remote phone, your Office phone is *logged out* and no longer operational. If this is the case when you return to your office, you can disconnect the remote login and regain control of your Office phone. If you do not disconnect the remote login, your Virtual Office session expires after a fixed period of time, determined by your system administrator.

To regain operation of a phone being used for Virtual Office:

Choose one of the following:

— To completely disconnect your Office phone from the Remote phone:

a. Press the **Home** key.

b. Enter your User ID and password (this logs the Office phone back on to your office network).

or

— Press the **Virtual** soft key to log in to another IP Phone, and your phone becomes a Remote phone.

Logging out of Virtual Office

While working on a Remote phone, you can log out of Virtual Office using the following steps.

To log out from a Remote phone:

1. Press the **Services** key.

2. Press the **Up/Down** navigation keys to scroll and highlight **Virtual Office Logout**.

3. Press the **Send/Enter** key.

Troubleshooting Virtual Office

Virtual Office can cause error messages to display on-screen. Table 5 lists error messages and describes actions to correct the causes.

Table 5: Troubleshooting Virtual Office (Part 1 of 3)

Displayed Message	Probable Cause	Actions
Busy, try again	Remote IP Phone is active (not idle).	Wait for remote IP Phone to become idle and try again.
	ACD is logged in.	Log out of ACD IP Phone before initiating Virtual Office from another IP Phone.
	Make Set Busy is inactive on ACD IP Phone.	Configure Make Set Busy active on ACD IP Phone.
Invalid ID (1)	Incorrect User ID entered.	Enter correct User ID.
	User ID is not in Gatekeeper database.	Notify system administrator.
Invalid ID (2)	Incorrect User ID entered.	Enter correct User ID.
Invalid ID (3)	Incorrect User ID entered.	Enter correct User ID.
	User ID in Gatekeeper database points to originating Call Server.	Notify system administrator.
Locked from Login	Three failed attempts to enter the correct Station Control Password.	Wait one hour for the lock to clear automatically, or notify system administrator to clear lock.

Table 5: Troubleshooting Virtual Office (Part 2 of 3)

Displayed Message	Probable Cause	Actions
Permission Denied (1)	Remote phone has no Station Control Password.	Notify system administrator.
Permission Denied (3)	Incorrect User ID entered.	Enter correct User ID.
	Remote phone has no Station Control Password.	Notify system administrator.
Permission Denied (4)	Incorrect User ID entered.	Enter correct User ID.
	Attempt to log in to a remote IP Phone 1120E or IP Softphone 2050 from an IP Phone 1150E (some restrictions apply).	Go to an IP Phone 1120E or IP Softphone 2050 and try again, or consult your local system administrator.
Permission Denied (5)	Incorrect User ID entered.	Enter correct User ID.
	Remote phone does not have VOUA Class of Service.	Notify system administrator.
Permission Denied (6)	Incorrect User ID entered.	Enter correct User ID.
	Incorrect Station Control Password entered.	Select Retry, and try again with the correct Station Control Password.
Server Unreachable (1)	Network problem.	Notify system administrator if the problem persists.

Table 5: Troubleshooting Virtual Office (Part 3 of 3)

Displayed Message	Probable Cause	Actions
Server Unreachable (2)	Network problem.	Notify system administrator if the problem persists.
Permission Denied (8)	Hardware problem.	IP Phone 1150E only allows an IP Phone 1150E VO login from an IP Phone 1150E.

Using Media Gateway 1000B

The Media Gateway 1000B (MG 1000B) provides a means of extending CS 1000 Release 4.5 features to one or more remotely located branch offices using the Branch Office feature. A branch office is a remote location in the network where IP Phones, PSTN access, and TDM phones are located. Contact your system administrator to see if these functions are available for your use.

The Media Gateway 1000B (MG 1000B) phone can operate in Normal or Local Mode.

Normal Mode

The phone registers with the Main Office and receives phone services from the Main Office. At any time while using Normal Mode, you can check Local Mode functionality (make and receive calls) by enabling Local Mode and returning to Normal Mode. After testing, you can return to Normal Mode (see “Using Resume Normal Mode” on page 137) or wait for 10 minutes.

Local Mode

If the WAN connection goes down, the IP Phone loses communication with the Main Office TPS. It then registers with the MG 1000B and receives phone services from the MG 1000B. Features such as Personal Directory, Redial List, and Callers List are not available when operating in

Local Mode. When in Local Mode, the phone displays the message *LOCAL MODE*.

Using Test Local Mode

Use Test Local Mode to check Local Mode functionality (make and receive phone calls). Test Local Mode is useful when provisioning has changed for an IP Phone on an MG 1000B Controller.

1. Press the **Services** key.

2. Press the **Up/Down** navigation keys to scroll and highlight Test Local Mode.

3. Press the **Send/Enter** key (the phone resets and registers back to the branch office).

Using Resume Normal Mode

Use the Resume Normal Mode command to return to Normal Mode after testing survival functionality.

Note: If you do not use the Resume Normal Mode command after testing, the phone automatically returns to Normal Mode in 10 minutes.

1. Press the **Services** key.

2. Press the **Up/Down** navigation keys to scroll and highlight **Resume Normal Mode**.

3. Press the **Send/Enter** key (the phone registers back to the main office).

Troubleshooting MG 1000B

The MG 1000B can cause error messages to display on-screen. Table 6 lists error messages and describes actions to correct the causes.

Table 6: Troubleshooting MG 1000B

Display Message	Probable Cause	Actions
Local Mode	Test Local Mode.	Press the **Services** key, and then select Resume Normal Mode.
	Network problem.	Contact system administrator if problem persists.
Local Mode Invalid ID (1)	Gatekeeper unable to find end point from Branch User ID.	Notify system administrator.
Local Mode Invalid ID (2)	Branch User ID not found in any equipped Terminal Number (TN).	Notify system administrator.

Regulatory and safety information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

Note: The user should not make changes or modifications not expressly approved by Nortel Networks. Any such changes could void the user's authority to operate the equipment.

IMPORTANT NOTE - FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator & your body (i.e. excluding the handset).This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Warnings:

- This is a Class B product. In a domestic environment this product can cause radio interference in which case the user must take adequate measures.
- Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.
- Privacy of communications may not be ensured when using this telephone.

To prevent radio interference to the licensed service, this device must be operated indoors only and should be kept away from windows to provide maximum shielding.

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取扱説明書に従って正しい取り扱いをして下さい。

Table 7 lists EMC compliance for various jurisdictions.

Table 7: EMC compliance (Part 1 of 2)

Jurisdiction	Standard	Description
United States	FCC CFR 47 Part 15	Class B Emissions: FCC Rules for Radio Frequency Devices (see Notes 1 and 2)
Canada	ICES-003	Class B Emissions: Interference-Causing Equipment Standard: Digital Apparatus
Australia/ New Zealand	AS/NZS 3548 CISPR 22	Class B Emissions: Information technology equipment - Radio disturbance

Table 7: EMC compliance (Part 2 of 2)

Jurisdiction	Standard	Description
European Community	EN 55022	Class B Emissions: Information technology equipment - Radio disturbance
	EN 55024	Information technology equipment - Immunity characteristics Limits and methods of measurement
	EN 61000-3-2	Limits for harmonic current emissions (equipment input current <= 16 A per phase)
	EN 61000-3-3	Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current <= 16 A
Japan	VCCI	Regulations for voluntary control measures.

DenAn regulatory notice for Japan

⚠ 警告

本製品を安全にご使用頂くため、以下のことにご注意ください。

- 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず製品に同梱されております添付品または指定品をご使用ください。添付品・指定品以外の部品をご使用になると故障や動作不良、火災の原因となることがあります。
- 同梱されております付属の電源コードを他の機器には使用しないでください。

上記注意事項を守らないと、死亡や大怪我など人身事故の原因となることがあります。

⚠ Warning

Please be careful of the following while installing the equipment:

- Please only use the Connecting cables, power cord, AC adaptors shipped with the equipment or specified by Nortel to be used with the equipment. If you use any other equipment, it may cause “failures, malfunctioning or fire”.
- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury

Other

US/Canada: Hearing Aid Compatibility (HAC) as per FCC Part 68

This equipment complies with the CE Marking requirements. CE

EU Countries: This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration may be obtained from Nortel Networks GmbH address: Ingolstaedter Strasse 14-18, 80807 Munich Germany

Bluetooth Wireless Technology: This portable device with its antenna complies with FCC's RF radiation exposure limits set forth for an uncontrolled environment. To maintain compliance this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Terms you should know

Calling Party Name Display

Information appearing on the LCD display screen, such as the caller's name and phone number. The system must have CPND enabled.

Category 5 (Cat5)

Cable and associated connecting hardware capable of transmitting at speeds up to 100 MHz, used by 10BaseT, 100BaseT4, 100BaseTX.

Category 5e (Cat5e)

Most Cat5 cable manufactured after 1996 also supports 1000BaseT (GigE) installations, and is designated Cat5e. Cat5e cable normally has four pairs of copper wire.

Category 6 (Cat6)

Cable and associated connecting hardware capable of transmitting at speeds up to 200 MHz. Designed specifically to support 1000BaseT (GigE), it is also compatible with 10BaseT, 100BaseT4, and 100BaseTX installations. The cable normally has four pairs of copper wire.

Communication Server 1000

Your office communication system.

Date/time display

The current date and time when the phone is in an idle state.

Directory Number (DN)

A number consisting of one to seven digits for a phone, and also known as an *extension number*.

Feature display

An area that shows status information about the feature in use. It also displays the name and status of the active session.

Feature Status Lamp indicator

An LCD or an LED that indicates a data message, contact, or feature status by a flash, wink, steady on, or off.

Fixed key

The hard-labeled keys on your phone.

Flexible Feature Codes (FFCs)

Specialized codes entered using the dialpad that enable features (for example, Ring Again).

Goodbye key

A fixed key used to end an active call.

Indicator

An LCD or an LED that indicates the status of a feature by the flash, wink, steady on, or off.

Information display

Any display of call activity, lists, prompts, and status of calls. If the text message exceeds the available display area, a scroll arrow icon indicates that you must use the scroll keys to view the remaining text.

Interrupted dial tone

A broken or pulsed dial tone that sounds when you access some features on your phone.

Message/Inbox

A fixed key on your IP Phone 1150E that connects to your voice messaging system when the key is pressed.

Navigation keys

Keys used to scroll through menus and lists appearing on the LCD display screen.

Off-hook

Any line selected to make a call or receive an incoming call. The term *off-hook* is applied whether (a) the end user lifts up the handset, (b) the end user presses a line key, (c) the call is automatically answered at the phone, or (d) a line is automatically selected for an outgoing call.

Paging tone

A special tone (two beeps followed by dial tone) that sounds when you use the Radio Paging feature.

Ringback/ring tone

A sound indicating that a call you have made is ringing at its destination.

Services key

A fixed key used to access options such as Telephone Options, Password Admin, Virtual Office Login, Virtual Office Logout, Test Local Mode, and Resume Normal Mode.

Shared Directory Number

A DN (extension) that is shared by two or more persons.

Special Prefix code (SPRE)

Special codes entered using the dialpad, followed by a two-digit access code, that enable features (for example, Call Forward All Calls requires entry of SPRE code + 74).

Soft keys

A set of keys programmed by your system administrator. These four keys, located directly below the display area, have four

programmable layers. These keys are also used to configure parameters in the **Telephone Options** menu.

Special dial tone

The three consecutive tones followed by dial tone that you hear when accessing phone features.

Station Control Password (SCPW)

Enables security features on your phone to prevent others from making calls from your phone and to prevent access to protected features (for example, Remote Call Forward).

Status Messages

A message displayed to inform the user of important information. A right arrow appears if more than one Status Message is present. Examples of Status Messages include: Message Waiting, All Lines Forwarded to: 6453, Do Not Disturb On, Ring Again active, and Ringer is OFF.

System or Switch

Your office communication system.

Switchhook

A button on which the handset presses down, disconnecting your call when you replace the handset. The handset (when lifted) releases the switchhook, and you either answer an incoming call or you receive a dial tone to make a call.

User interface

Screen displays that interact with the end user as a result of an action or event.

Visual Alerter/Message Waiting indicator

An LCD or an LED that flashes to indicate that a message is waiting or when the ringer is on.

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Nortel Communication Server 1000

Nortel IP Phone 1150E

User Guide

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